

A torn piece of orange paper with black text on a light background. The text is arranged in three lines: "e-com", "fraud", and "osteale". The paper is torn at the edges, and the background is a light, textured surface.

e-com  
fraud  
osteale

## together against international fraud

"Imagination is the art of giving life to something that doesn't exist but which you would like to happen." Relating Aristotle's quote to fraud, we can say that when it is a question of earning money, mankind, in the general sense of the term, but especially for the individuals who commit insurance fraud, shows remarkable creativity without any limits.



To protect the interests of their customers from the important economic consequences generated by illegal acts, insurance companies have over time developed specialised structures, now indispensable, which have been placed under the responsibility of people originating from the police, the legal system, institutes of criminology and even from medical circles.

### Creation of the Fraud Business Group

To fight this plague of fraud more effectively, especially abroad, the Fraud Business Group was set up in 1996, under the wing of Eureko Alliance, which became Eurapco.

The Fraud Business Group has continually grown over the years, thanks to the commitment of its members. With the support of this European Alliance, it has become the centre of collaboration in the fight against fraud, showing a high level of quality and profitability.

**"Insurance fraud shows remarkable creativity without any limits."**

Weakened by the legal requirements of data protection and the workload of specialists, due to the ever increasing number of files, the staff of the Fraud Business Group have had to fight hard to maintain this network of contacts, which remains unequalled in Europe.

Under the impulse of its former Chairwoman Gertrud Lehmann (Länsförsäkringar, 2006–2009) and then, from 2009, of the current Chairman Michel Pilet (Swiss Mobiliar), including the much-appreciated support of Fabien Osmont (Eurapco), the Fraud Business Group has to date 10 experienced members, who are committed to the identification, detection and reduction of fraud.

Meeting once a year at the invitation of a member of the Alliance, every investigator participates actively in the debates. The topics are decided together beforehand

and this optimises the utility and the profitability of our Meetings.

Every presentation in this Forum generates lively discussions on ways to successfully combat the plague of insurance fraud, the financial consequences of which are globally estimated at around 10% of the compensation paid to customers, beneficiaries or economic services.

### Importance of the Fraud Business Group

To improve the performance of our network, the staff of the Fraud Business Group decided to invite external speakers who have a direct relation to our work to actively take part in our Meetings. Since 2010, we have had the opportunity to speak to Swiss and Greek police officers, to Danish and Iranian detectives, as well as to British financial investigators, which, in a world where crime is constantly evolving, is an essential asset when reliable information is needed quickly and at a lower cost.

## the fraud group in facts

In 2011, 12 cases were the subject of collaboration throughout the Fraud Network, leading to EUR 220,000 of savings expressed. Among them we can mention:

- A case from LocalTapiola related to a Maserati stolen in Malaga, in which Caser provided support
- Achmea, which received some help from Covéa/MMA UK about an imported damaged Lexus car
- An exchange between Achmea and Gothaer about fraud detection systems
- Support received from an external speaker at a Workshop helped Achmea to save EUR 100,000 in an investigation case in Iran (travel insurance)
- Ex-member Nordicia, which was helped by Länsförsäkringar to reject a claim related to a Swedish registered car accident
- A Swiss Mobiliar case related to a BMW in Italy (savings of CHF 130,000, see article on page 6)
- Covéa/MAAF receiving information about a house owner in Pego (Spain) thanks to Caser
- An accident implying invalidity in which Swiss Mobiliar received support from Caser
- Some collaboration cases between LocalTapiola and Länsförsäkringar

In 2012, 10 similar collaboration cases were reported, generating savings of a total amount of EUR 204,500 so far:

- LocalTapiola and Länsförsäkringar collaborating on two cases (murder case occurring in Finland, person search in Sweden), implying savings in travel costs
- Eureko Sigorta helped Länsförsäkringar with a stolen truck crossing the Turkish border (savings in travel costs estimated at EUR 1,500)
- Länsförsäkringar reporting a claim related to a stolen Roger Dubuis Easy Diver watch, and receiving help from Swiss Mobiliar
- Swiss Mobiliar being helped by Achmea on a car stolen in the Netherlands
- Interamerican helping Caser in process of car recovery from Greece
- A case of jewels insured by Swiss Mobiliar claimed to be stolen in Egypt being investigated thanks to collaboration with external speakers (savings expected: CHF 21,000)
- A theft of Persian carpets investigated by a previous external speaker in support of Achmea (savings of EUR 200,000), see article on page 7



This network is developed and maintained thanks to these regular contacts and our annual Meeting. It allows Eurapco's Fraud Business Group members to have a global environment of the highest order and the highest level of quality, not only in Europe, but also in the Middle East and America. This is the key which allows us to continuously fight against fraudsters.

Inspired by the same collective consciousness, which aims to protect the interests of our respective companies and consequently the interests of our customers,

information exchanges between the members of the Alliance have allowed us to save considerable amounts of money.

To allow the specialists to explain the new methods of combating fraud and the savings they generate, an internal newsletter of the Fraud Business Group was also produced and is regularly updated with interesting reports (see [www.eurapco.com](http://www.eurapco.com)).

Today, given the way our society is going, fraud investigators may have the impression they are attacking an undefeatable

opponent. However it is worth reflecting on the Dalai Lama's words to convince our investigators that their mission, with the help of Eurapco's Fraud Business Group, is completely within their reach:

"If you think you are too small to make a difference, try sleeping with a mosquito."

For more information:

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## the collaboration between the members

### Swiss Mobiliar/Länsförsäkringar:

■ In July 2009, the boyfriend of a customer with Swiss and Brazilian citizenship called us to ask for some information about the validity of her insurance in case of theft in a foreign country, because his girlfriend wanted to visit her home country for a few months. Some weeks later, on 15 September 2009, we received her declaration of a theft in Brazil and the list to the police in which the total amount of the theft was around EUR 320,000.

■ Having some doubts because of the previous phone call and the quantity and amount of the stolen items, we decided to contact someone in Brazil. Being in constant touch within the framework of the Eurapco's Fraud Business Group, our Swedish colleague passed our request on to her Brazilian correspondent within IASIU.

■ Thanks to this useful connection, our team succeeded in obtaining detailed and very interesting indications concerning this theft. We learnt that the window, by which the thieves supposedly entered wasn't broken (!) when the Brazilian police arrived.

■ To obtain declarations signed by our customer, we asked her to come to our offices and confirm the theft and the nature of the stolen goods.

**"She had already submitted claims for thefts in Switzerland and abroad."**

■ Convinced that she would succeed with her fraud, she confirmed and signed the printed pages, one after the other, until we told her that the window was not broken. We also presented her the same invoices for the same goods (Louis Vuitton, Channel, Versace, etc.), for which, during the previous years, she had submitted claims for thefts, in Switzerland and abroad.

■ Confronted with this attempted swindle and because we had followed all the legal requirements, our customer left the office without having obtained a single penny.

### Swiss Mobiliar/Caser

■ On 11 January 2011 a customer told the police and us that one of his cars had been stolen in Milan, Italy.

■ As contractually required, our customer went immediately to the carabinieri (Italian police) and declared that his BMW X6 xDrive 5.0i (new model, value EUR 105,000) had been stolen between 21 December 2010 and 10 January 2011, while it was parked in a public area in this city. Because of this theft, he had to use one of his other cars to travel back to Switzerland.

■ In order to receive the sum of CHF 129,000 (EUR 105,000), he even went

to the Swiss police, declaring that the theft took place on 21 December 2010: this fact would have obliged us to pay the amount immediately (i.e. 30 days after the theft).

■ Having some doubts because of the changes in our customer's behaviour, impatient for his money and suddenly aggressive, after he had been gentle and kind as a new-born lamb, the agency sent the file to our headquarters.

■ As required by the law, he handed us all the keys for the BMW. After the manufacturer had examined the car keys, we understood that the last time the BMW X6 was used was on 4 December 2010. This was obviously 16 days before our customer had apparently driven from Switzerland to Milan.

■ After hearing these technical facts, we had serious doubts about the entire story and we decided to investigate "on the Net".

■ Through these operations, we discovered that this same BMW X6 was advertised on the Spanish site "Auto-scout24" from December 2010, 12 days before its disappearance in Italy and more than one month before our customer announced the theft to Swiss Mobiliar.

■ Therefore, our customer's BMW X6 must have already been in Spain when it was reported stolen in Italy.

■ Thanks to our Spanish Eurapco's contact

**"We had serious doubts about the entire story."**



Caser, we obtained the name of a local police officer, stationed where the BMW X6 was parked.

- Some days later, without any official or administrative problems, thanks to this contact, the Spanish police informed us that the car had been found and secured and that it was at our disposal.
- After a final and completely desperate attempt by our customer to make us believe that his intentions were honest, we invited him to come to our offices.
- After a two-hour discussion, during which he first confirmed all the declarations made, he then invented even more incredible explanations concerning the dates (theft, place/country, Internet, keys), and finally admitted that he had sold his car to a Mafia network with the aim of making it disappear.

- In the end, Swiss Mobiliar informed the authorities and our customer was arrested by the local police some days later.

#### Achmea

- During summer 2012, a customer of Achmea submitted a claim for theft related to some Persian carpets bought in Iran. Learning from the Fraud Business Group 2011 Workshop on travel insurance, the investigator from Achmea had some doubts about the invoices presented.
- Not having sufficient knowledge in Arabic languages, our 2011 external speaker was requested for support. He quickly confirmed that these invoices were quite doubtful. With his help, Achmea

**"The detective was able to establish and clear proofs of non-validity."**

got in touch with an Iranian detective, who actually joined the 2012 Workshop as guest speaker. This detective confirmed that these invoices were fakes and, after some investigations in Tehran, was able to establish and clear proofs of non-validity.

- The case was rejected, making Achmea a saving of about EUR 200,000 for a very small investment thanks to a network established with some experts through the Eurapco fraud network.

## eurapco innovation database – sharing innovations

The buzz around innovation in insurance has been steadily increasing at Eurapco Partner companies. The latest Eurapco Innovation Meetings – especially given the fact that as of 2012 the Eurapco Innovations Group has been meeting regularly – are proof of the high interest the topic inspires. In order to keep track of innovations being introduced in the markets of Partner companies, Eurapco has developed an innovations database which will be updated with all reported innovations from Partner companies. The idea is to use the database as a source of inspiration for other Partners. You can find the database here: <http://bit.ly/YZvN6t>. For more information: [giuseppe.dipietro@eurapco.com](mailto:giuseppe.dipietro@eurapco.com)

## eurapco country booklet 2012 from the commercial lines international desk group

The Commercial Lines International Desk (CLID) published its Eurapco Country Booklet 2012 in December. Detailed information regarding products, lines of insurance, tax and local market specialities were brought together. Over more than 100 pages, 28 countries are described and analysed in great detail. "The whole CLID has worked on that booklet during the previous months, and I am more than happy with the result," said Daniel Cibach, Eurapco PM for the Commercial Lines Group. The booklet

will be updated regularly and can be found on [eurapco.com](http://eurapco.com) within the documents of the CLID community. It should help all employees working in the field of international insurance business. Check it out! For more information: [daniel.cibach@eurapco.com](mailto:daniel.cibach@eurapco.com)

## welcome



**Marios Goltzis** from Länsförsäkringar joined Eurapco at the beginning of January 2013. Marios, who has an MSc with a major in Business Economics and IT, has been a Project Manager for more than a year in Länsförsäkringar's Development Department. During the previous 10 years, Marios worked with banking and regulatory implementations in Länsförsäkringar. At Eurapco, he will be the Project Manager responsible for the Non-Life Claims Group.

At the beginning of March 2013, **Christof de Winter** from Achmea will be joining Eurapco. He has a Diploma of Advanced Studies in Insurance Management and joined Achmea in 1998. Christof has



worked in sales and claims service functions. During the past seven years, he has been an Innovation Manager for the Property & Casualty business area. At Eurapco he will take over Private Lines, the Under the Spanish Sun project and the Procurement project.

## news