

Protecting consumers – cracking down on insurance fraud through collaboration and innovation

Thursday 27th September 2018

The ABI's 2018 Fraud Conference will focus on how the industry, government, regulators and others can work in partnership to tackle insurance fraud through raised awareness and understanding of current and emerging fraud threats and their consequences, the sharing of information and intelligence obtained from use of state-of-the-art technology and a robust approach to enforcement.

It will address how the industry's counter-fraud strategy must continue to evolve to stay joined-up and ahead of increasingly mobile fraudsters operating in a digital world, against a backdrop of a changing political, legislative and regulatory environment and the need to maintain consumer trust and confidence.

09:30	Registration
10:00	Welcome
	James Dalton, Director of General Insurance, ABI
10:05	Introduction
	Rob Townend, Chair, Insurance Fraud Bureau
10:10	Keynote Address One – A multi-agency approach to tackling crime – the UK’s National Economic Crime Centre
	Donald Toon, Director, National Crime Agency
10:30	Panel Session One – Evolution of the industry’s counter-fraud strategy
	<i>This session will invite views on how the industry’s counter-fraud strategy must continue to evolve to stay ahead of increasingly mobile fraudsters. The panellists will explore how the industry can collaborate more efficiently and take a holistic view to combatting fraud risk throughout the lifetime of a policy.</i>
	Chair: Mark Allen, Manager, Fraud and Financial Crime
	<ul style="list-style-type: none"> • Ben Fletcher, Director, Insurance Fraud Bureau • DCI Andy Fyfe, Head of IFED • David Artingstall, Associate Fellow for the Centre for Financial Crime and Security Studies, RUSI
11:20	Networking Break
11:40	Keynote Address Two – Developing a strategy for prosecuting fraudsters
	Louisa Denning, Barrister, No5 Barristers Chambers
12:00	Panel Session Two – Regulatory and legislative challenges and opportunities
	<i>Changes to the law and approach of regulators over recent years have gone some way to recognising the harm caused by insurance fraud. But much still needs to be done. This session will address what further reform is needed to bring about a legislative and regulatory framework that is conducive to, rather than hinders, fighting fraud.</i>
	Chair: Glen Marr, Member of Huntswood’s Financial Crime and Payments panel
	<ul style="list-style-type: none"> • Professor Julia Black, Director, LSE • Garry Hunter, Head of Claims Management Regulation, FCA • Donna Scully, Director, Carpenters Group • David Williams, Technical Director, AXA Insurance
12:50	Lunch break
13:50	Keynote Address Three – Identifying and mitigating key fraud risks – the industry’s Threat Assessment
	Stephen Dalton, Head of Intelligence, IFB
14:10	Panel session Three – Operating in a digital world – using technology to fight fraud
	<i>As much as new technology has been an enabler for insurers, it has also brought new risks and challenges. The fact that insurers hold a significant amount of highly sensitive data</i>

	<p><i>makes them attractive targets for cyber criminals and fraudsters may use stolen personal data for criminal activities. This session will explore how insurers can utilise technology to protect their and their customers' data and implement the latest developments to prevent and enforce against fraud.</i></p> <p>Chair: Matt Cullen, Assistant Director, Head of Strategy, Data and Analytics</p> <ul style="list-style-type: none"> • Steve Elliot, Director of Financial Crime, Huntswood • Dave Preedy, Digital Advisory Services, Microsoft • Osman Khurshid, Precision (Predictive Analytics) Product Manager, Synectics Solutions
15:00	Keynote address four – Changing attitudes and behaviours – the effectiveness of customer interventions in reducing insurance fraud
	Dr Benny Cheung, Director, Decision Technology
15:20	Concluding Remarks
	James Dalton, Director of General Insurance, ABI
15:30	Close