

Putting the brakes on motor insurance fraud

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Ageas, the crew behind you.

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It's never easy, putting something that 'costs billions of pounds' into context. But it's also hard to dispute that some people are less than completely honest in life. Motor insurance fraud is a vicious circle. It pushes premiums up and affects us all – but it's a circle that you can help us break.

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What does fraud look like?

Unfortunately, we have too many examples. Our post sales fraud team is here, working alongside you if there are 'clues' that something's not right and – as this is the team's area of expertise – they're also ready to step in and provide dedicated support if things turn out to be wrong. For example:

A broker contacted us recently, to share what had been discovered: a whole series of no claims bonuses had turned out to be fraudulent. The information...just didn't look right.

This broker's work, carefully checking through the information that had been submitted, meant that we could cancel the policies immediately.

Obviously, that reduces the risk to us, which is what helps us to keep policy premium levels down in the longer term. But it also limits risks for you, the brokers, and to other motor users.

At Ageas, we use SIRA – a fraud prevention and detection framework – to help monitor potential problems, and we're also a member of the Insurance Fraud Register. In this case, this meant our team could evidence what had happened and upload the policyholders' submitted details to that register – which helps to reduce the risk of such fraud happening again.

Why is your help so important?

Motor insurance fraud is never a victimless crime. Whether it's fraud by deception to obtain a policy, or false and exaggerated claims after an accident, ultimately, policyholders have to pay higher premiums – and an uninsured vehicle represents an enormous risk to other road users.

CIFAS, a not-for-profit fraud prevention service, reports that 32% of false motor insurance claims involve people who are also committing other types of fraud. So when you call us, and our team follows up on concerns about a vehicle policy application or claim, we're all helping to minimise fraud in general.

What can you do to help?

You can help by staying vigilant. To summarise, this quick checklist is a good start. If there's something that's worrying you though, please don't hesitate to get in touch with us:

- Have you checked the dates? A quick calculation will tell you if the pass date on a driving license doesn't tie up with a birthdate.
- Do those dropdowns add up? User error can happen, but you're unlikely to find a 'GARDENER' working in a 'BANK'.
- Is the phone call going 'too well'? Some criminals are well-prepared – too prepared, in fact. If the details sound 'read out', check them out.
- Can you read that handwriting? If not, there's no shame in asking for a clearer version – and it's always worth checking out applications that look photocopied, carefully.
- Or are the alarm bells ringing, but you don't know why? Asking a client to repeat something isn't rude, it's prudent... and we're happy to help you check the details, too.



At the end of the day, we're here to help you. Our post sales fraud team is just as happy to follow up on 'a feeling' as they are to pursue hard evidence.

We have confidence in your experience, and do recognise it's that consistent familiarity with the way people share information one-on-one that triggers a 'sixth sense' – so don't hesitate to get in touch...

To speak to our dedicated post sales fraud team, contact us:

Fraud & Risk Quality team

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