



**GIFC**

General Insurance  
Fraud Committee

# Our 2022 Business Plan

# We're GIFC (the General Insurance Fraud Committee), the UK's largest group of insurers working together to tackle insurance fraud for the benefit of our customers and society.

## Fraud is a problem no organisation can tackle alone

At a time when the way we live, work, and communicate is evolving faster than ever before, the opportunities for fraudsters never stand still. From small-scale opportunistic fraud to sophisticated threats linked to organised networks, today's scams don't discriminate between individuals, companies, or international borders.

In this ever-changing landscape, it's those that think and work beyond their organisation that succeed.

**That's where we come in.**

## We're stronger together

By bringing people and organisations together from across the insurance industry and beyond, GIFC gives you access to contacts, ideas, intelligence, knowledge and experience you won't find anywhere else.

Working with us can take many forms. Whether it's being part of shaping the counter-fraud agenda as part of our working groups, having easy access to valuable intelligence and best practice or being able to work with people from other organisations to solve complex problems, there's never been a better time to be part of the work we do.

Collectively, our board provide an unparalleled breadth of experience, including heads of financial crime, claims and counter-fraud spanning many private, corporate, and commercial insurance product lines.



*"Fraudsters are reinventing their scams in a way we have never seen before. Working together and protecting consumers through education is vital to reducing the harm they cause to businesses and people's lives."*

**CLARE LUNN, CHAIR**



**General Insurance  
Fraud Committee**

**We represent insurers across the general insurance market.  
We also work closely with many other organisations:**



## Detection

- The Insurance Fraud Bureau (IFB)

## Disruption

- The Insurance Fraud Enforcement Department (IFED)
- The Financial Conduct Authority (FCA)
- Information Commissioners Office (ICO)
- CIFAS
- Action Fraud
- Solicitors Regulation Authority

## Prevention

- Insurance Fraud Register (IFR)
- Consumer awareness campaigns including 'Stop the Scams'

Many aspects of this industry-wide strategy are funded and supported by Lloyds of London and the Association of British Insurers.

Keep reading to find out more about our achievements in 2021 and how we'll continue to support you in the year ahead.

# Our impact in 2021

The background of the page is a dark blue gradient. On the right side, there is a large, semi-transparent graphic of a padlock. Below the padlock, a hand is visible, holding a pen as if writing. The overall theme suggests security, impact, and achievement.

# Like every other year since GIFC began, it was our shared experience, knowledge and commitment that made it possible.

## **Shaping the latest best practice**

We published advice to support you in asking the right questions before sharing intelligence with other organisations.

## **Helping you stay ahead of the latest fraud threats**

As fraudsters continued to take advantage of the Covid-19 pandemic, we introduced a quarterly threat assessment to help you keep track of emerging threats.

## **Improving our leadership and governance**

As part of our long-standing commitment to maintaining the highest standards of leadership, we commissioned a leading consultancy firm to provide our board with an objective view of their effectiveness and decision-making.

## **A single location for intelligence sharing and confirmed fraud**

We guided the design of an integrated user interface for the Insurance Fraud Register and Insurance Fraud Intelligence Hub (IFiHUB). The work included supporting the development of a new membership model and making sure the portal provided the data our members need.

## **Bringing the future closer**

Alongside the IFB, we came together to support the design and procurement for a powerful new fraud detection solution.

## **Supporting new disruption methods**

We helped develop a proactive cease and desist model delivered by IFED. By providing an early deterrent, the model is proving to be an effective way of disrupting fraudulent activity without the cost and complexity of a criminal investigation.

## **Informing your counter-fraud strategy**

We agreed to work towards the adoption of consistent fraud classifications across the insurance industry to improve the recording and reporting of general insurance fraud data.

# Our plan for 2022

The background is a dark blue gradient with various semi-transparent icons and lines. On the left, there are icons of two people silhouettes and a brain. On the right, there is a large gear icon and a magnifying glass icon. The overall aesthetic is modern and technological.

# Through our working groups, we'll continue to work together on the issues that matter.

## Fraud Stats

Working closely with the Association of British Insurers (ABI) to develop the Annual Detected General Insurance Fraud Statistics, our Fraud Stats Working Group plays an essential role in making sure you have an accurate and up-to-date picture of the latest fraud trends.

In the year ahead, we'll further improve guidance to support a consistent approach to collecting and submitting detected fraud data. This will include the adoption of consistent fraud classifications across the ABI, IFB and IFED from 2023.

As the industry invests in modernising services such as the IFR and IFiHUB, we'll also explore opportunities to replace some of the manual processes we use to collect fraud data with more automated solutions.

## Ghost broking

Ghost brokers continue to present a growing threat to insurers and their customers.

In 2022, our working group will focus on:

- Launching an industry-wide campaign to raise awareness with the public
- Improving the accuracy of the information available to insurers.

## Data Theft

Our Data Theft Working Group works to develop the best practice, processes, and investigative methods insurers need to identify and prevent claims data.

The group also supported the publication of GIFC's Claims Data Theft Guide, which provided comprehensive, practical advice to help insurers protect their organisation.

In recent years, we've seen the impact of this work, with investigations from several insurers supporting successful prosecutions.

2022 will focus on building on the progress we've made:

- Continuing to close gaps in intelligence
- Establishing a multi-agency approach to data theft that brings together insurers, the Financial Conduct Authority, the Solicitors Regulation Authority, the Information Commissioner's Office, and the Insurance Fraud Bureau.
- Further improving the framework for sharing intelligence and trends
- Preventing future incidents by making it harder for anyone involved in data theft to move across the market or into other areas of an insurer's supply chain.

## Civil Liability Act

Following the launch of the Official Injury Claim service in May 2021, anyone can now make a limited value claim after a road accident without the need for legal representation.

Our dedicated working group will focus on:

- Looking at data from the portal to identify emerging trends
- Working with the Ministry of Justice, we'll help build the case for adding new fields to the portal to make it easier to identify and pay those with a genuine claim
- Warning the public about the consequences of making a potentially dishonest claim
- Exploring what else we can do to protect insurers from organised criminal networks looking to exploit the new service.

## Commercial Insurance

Tackling fraud within large (and often complex) commercial settings brings a unique set of challenges.

At a time when the sector is investing heavily in further enhancing its capabilities, our working group is here to make sure their efforts deliver value for money.

In the year ahead, we'll continue what we started:

- Working with public and employer liability insurers, the IFB and IFED to further improve collaboration, intelligence sharing and disruption
- Identifying and mitigating potential opportunities for fraudulent activity across a range of commercial insurance products
- Exploring what else we can do to support education and awareness for commercial customers to make sure they are adequately protected.



# We'll continue to influence legislation and policy to protect the honest majority.

Together, we're working for policy agenda that reflects the harm insurance fraud causes to businesses and people's lives.

## The Economic Crime Plan

The expansion of the government's Economic Crime Plan to include insurance fraud will be a positive development for our industry.

We look forward to working with the government to develop an insurance sector fraud charter – a series of commitments designed to shut down a range of weaknesses fraudsters use to target insurers and their customers.

## The Online Safety Bill

The government's Economic Crime Plan has already evolved to include many types of insurance fraud and we are pleased to see that 'user-generated content,' which includes ghost broking through social media platforms, will almost certainly be incorporated into the upcoming Online Safety Bill.

The government's current position is to tackle scams that rely on online paid advertising, such as Google Ad spoofing and clone investment fraud, in a separate package of reforms known as the Online Advertising Programme.

In 2022, we'll continue working with the Association of British Insurers to highlight the harm these scams cause and lobby the government to bring all forms of online insurance fraud within the scope of the Online Safety Bill.

## Collaboration with the technology sector

We'll continue working with technology companies, the government, and social media platforms to build the case for tougher vetting of prospective advertisers. We believe that replacing the sector's voluntary commitments with formal measures and further strengthening collaboration could support faster investigation of suspicious activity.

# We'll bring people and organisations together to tackle the ever-changing nature of fraud.

## **Supporting a comprehensive, industry-wide strategy**

We'll support a market consultation to help inform the long-term strategic direction of the IFB. The IFB will then produce a new strategic plan that outlines how it will continue evolving its services in response to the changing needs of the market.

## **Informing the counter-fraud solutions of the future**

In 2021, we put together a group of volunteers to support the design of a powerful new fraud detection solution, which the IFB are building on behalf of the insurance industry.

The new platform will use artificial intelligence and next-generation analytics to detect a wide range of current and emerging threats.

The work to date has included helping to shape the requirements for the new IFB customer portal (IFB Exploration) and supporting the selection of the right partner.

In the coming months, we'll test an initial design of the portal to evaluate its effectiveness in identifying relevant fraud networks. We'll then oversee the next phase of the build to make sure it delivers the best possible return for the market when it launches in February 2022.

## **Continuing to work with IFED to bring fraudsters to justice**

From cease and desist to improved intelligence sharing, we'll continue to build on the success of our work with IFED to support further arrests and prosecutions.



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