

Combat Auto Fraud

May 12th, 2010

“Ask me no questions...I’ll tell you no lies”

This is your invitation to attend the ISB Education Training and Resources Session. This is a series of regularly scheduled training sessions designed to provide professionals with the knowledge and tools they need in conducting claim investigations. The training session will be held at the ISB Corporate Head Office in Milton, Ontario.

ISB Canada is Canada’s largest supplier of source documents and retrieval services to the insurance industry. ISB specializes in providing a single source for the information and documentation required during the claim handling process. ISB is recognized for having extensive in-house experience and expertise in claim handling practices, claim workflow processes, and claim information.

Date: May 12, 2010

Location: Milton, Ontario

Cost: \$75

Itinerary

- 8:30 to 9:00 Program Registration and Continental Breakfast
- 9:00 to 10:00 **Sergeant Stephen Boyd, Organized Crime Enforcement Bureau, OPP**
Trends in Vehicle theft. How to recognize them and the role of PATT (Provincial Auto Theft Team)
- 10:00 to 10:15 Break
- 10:15 to 11:15 **Richard Bicford, Lawyer, Blouin Dunn LLP**
“Angels and Demons”...how the courts view fraud cases and how to prepare yourself and your case for court
- 11:15 to 12:15 **Jamie Catania, B.E.Sc., M.Eng., P.Eng., Principal Giffin Koerth SMART FORENSICS**
Going on a (Fender) Bender: Technical Defence of Fraudulent MVA Claims
- 12:15 to 1:15 Lunch will be provided
- 1:15 to 2:15 **Thomas Phan, English/Vietnamese Interpreter Able Translations**
Proper use of an Interpreter in investigations
- 2:15 to 2:30 Break
- 2:30 to 4:00 **Michael Damm, President ISB Canada**
“The facts don’t lie”...how documents can become the backbone of your claim file

What you will learn

- Roll of PATT (Provincial Auto Theft Team)
- Trends in auto theft
- How are the courts viewing fraud cases
- What not to have in your file
- NEW science tool for autos, collisions and fires
- How to properly utilize an interpreter
- The Vietnamese culture
- How documents can be the backbone of your file

Who should attend

- Insurance Adjusters
- Independent Adjusters
- Claim Management
- Insurance Executives
- Special Investigation Unit Personnel
- Insurance Council
- Risk Managers



3 easy ways to register

Online: <http://www.isbc.ca/events/>
Call: Teresa Klač at 905-875-2921 or
E-mail: tklacl@isbc.ca