

# Combat Auto Fraud

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

This is your invitation to attend an ISB-U Education Series Event. This is a series of regularly scheduled training sessions designed to provide professionals with the knowledge and tools they need in conducting claim investigations.

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.

**Location: Travelodge Ottawa Hotel & Conference • 1376 Carling Avenue • Ottawa, ON • K1Z 7L5**

**Date: June 23, 2011**

**Cost: \$97**

## Itinerary

- 7:30 - 8:30** Full Breakfast Buffet and Registration (Name Badge Pick Up)
- 8:35 - 9:35** **Julio Montero, Director of Compliance & Regulatory Affairs, Able Translations**  
How to Properly Work with an Interpreter and Understanding Cultural Differences
- 9:35 - 10:35** **Kathy Metzger, Investigator, Ontario Injury Rings Unit, IBC Investigative Services**  
The Art of Staged MVAs: Project 92, the involvement of organized crime, vertical integration, sophistication and diversity of the schemes, and indicators that can be used to identify a staged collision.
- 10:35 - 10:50** Morning Break
- 10:50 - 12:20** **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)
- 12:20 - 1:20** Lunch
- 1:20 - 2:05** **William Jennings and Gord Jenish, Jenish Engineering (Session 1)**  
Fraudulent Airbag Deployment and Electronic Data Recorders (EDR's)
- 2:05 - 2:55** **Jordan Legg, BBA Claims Investigator, Cunningham Lindsey**  
Investigative Strategies "Where Do We Go From Here?"
- 2:55 - 3:10** Afternoon Break
- 3:10 - 3:55** **William Jennings & Gord Jenish of Jenish Engineering (Session 2)**  
Reconstructing What Really Happened
- 3:55 - 4:30** **Michael Damm, President, ISB Canada**  
Staged Motor Vehicle Losses and the "Paper Trail"

## Topics to be Discussed

- Air Bag Fraud and Testing
- Black Box Recorders or Electronic Data Records (EDR's)
- A Forensics' View on Accident Reconstruction
- The Science of the Human Collision
- Statement Techniques
- The SIU Perspective of Staged Motor Vehicle Accidents
- ISB Canada Source Documents "Ask me no questions ... I'll tell you no lies"

## 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

**E-mail:** [tklacl@isbc.ca](mailto:tklacl@isbc.ca)