

## Meeting minutes

**Title:** Insurance fraud taskforce – fifth meeting

**Time:** 10.30am-12.10pm, Tuesday 7<sup>th</sup> April 2015

**Attendees:** David Hertzell (Chair), Mark Allen (ABI), Liz Barclay (FSCP), Ben Fletcher (IFB), Graeme Trudgill (BIBA), Caroline Mitchell (FOS), MoJ, HMT, Aviva [until 11.20am]

**Apologies:** Adam Scorer (Citizens Advice)

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### **1. Aviva presentation and discussion on international motor research**

- It was noted that the Taskforce had expressed an interest in international comparisons and that while the Aviva research looked at soft tissue compensation it was still relevant to fraud. It was noted that this research focused on personal injury claims whereas the Taskforce was looking at insurance fraud in the round.
- The research was presented and France was chosen as a case study for comparison with the UK as it was generally believed that France had not experienced issues with personal injury claims fraud. It was noted that France had a robust accreditation system for those diagnosing personal injury claims, a requirement that a personal injury be objectively evidenced in order for a claim to be made, and a system of predictable damages.
- There was discussion around the merits of the French system and that used in other European countries. It was acknowledged that the UK would not be able to directly adopt a system from another European country but that the UK may be able to use elements of other systems.
- Members queried whether the different experiences in other countries suggested that attitudes towards fraud were different to those in the UK.
- Members discussed the feasibility of the proposals put forward by Aviva to reduce personal injury claims fraud. Members stated an intention to explore some of these proposals in more depth in future meetings.
- Members also discussed the actions taken by insurers to tackle fraud, such as court action against those submitting fraudulent claims.

### **2. Actions from previous meeting**

- **Agreement was reached on the minutes for the fourth Taskforce meeting.**
- Members discussed the role of aggregators in preventing application fraud.

### 3. Professor Gill fraudster research

- Members noted that the fraudster research suggested that opportunistic fraudsters experienced guilt after being convicted for fraud and discussed whether the public should be made aware of the wider consequences of being convicted of fraud such as social stigma.
- Members discussed the challenges of communicating messages on fraud effectively to consumers given the number of messages consumers were receiving about pensions.
- It was also noted that messages on fraud would not be effective if trust in the insurance industry was low and members expressed an intention to discuss this further in future meetings. Members noted that negative news stories about insurance were given far greater prominence than good news stories and that this contributed to a lack of trust.
- There was discussion around the success of campaigns against drink driving and smoking and the extent to which these could serve as models. It was noted that it is easier to get public engagement on campaigns about emotive issues which involve physical danger, and that engagement might be lower on insurance fraud.
- **Agreement was reached on the agenda for the May Taskforce meeting to include a discussion on the insurance industry's fraud communications approach. This would follow an industry communications workshop in April.**

### 4. Next steps for the Taskforce

- The broad plan for the Taskforce going forward was set out, with meetings of the core group to occur every 2-3 weeks. It was noted that a stakeholder roundtable was to take place in April and that further roundtables on focused topics would be arranged for summer 2015.
- It was noted that no defendant or claimant lawyers had been appointed to the core group of the Taskforce as it was important to avoid a focus on personal injury claims fraud in order that the Taskforce could look wider than this. The Taskforce would ask personal injury experts to perform an analysis of aspects of the personal injury claims process which are vulnerable to fraud and the experts would be asked to report back to the Taskforce by summer 2015.
- The plan for the Taskforce would also include engagement with specialists in certain lines of insurance such as health and pet insurance.
- **Agreement was reached on the forward plan for the Taskforce.**

### 5. AOB

- It was noted that BIBA and ABI would meet in May to discuss the update to the application fraud best practice guide.