



# Partnership Opportunities

## Insurance Ireland Annual Insurance Fraud Conference

Insurance Fraud  
**The Crime You Pay For**



October, 12th 2016  
**Croke Park Conference Centre**  
Dublin 3

| 2016

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# Welcome



**Kevin Thompson**  
CEO

We are excited to welcome you to the fourth Insurance Ireland Fraud Conference which is focused on tackling an issue which directly affects all policy holders in Ireland. Given its considerable impacts on customers, from motorists to small businesses, Insurance Ireland has convened an array of leading speakers from across Europe to consider the issue in the context of the Life, Non-Life, International and Health Sectors.

“Insurance Fraud – The Crime You Pay For” is a unique event offering delegates the opportunity to hear from experts with Jurisdictional, Fraud Intelligence and Operations Risk experience, as well a panel discussion on Compliance & Data Protection. The theme of this year’s Conference will help focus

the agenda on key initiatives the sector has put in place to analyse, understand and combat fraud.

We have engaged closely with industry leaders to ensure the Conference is at the cutting edge of developments in this space, as well as being a landmark event for individuals and organisations associated with fraud. This Insurance Ireland event is an extension of the hard work that is being done by our Anti-Fraud Forum and our new Anti-Fraud advertising campaign. In January we officially launched our Home ad campaign and in March we launched our Motor ad campaign. Our third ad will come out in 2017 and will focus on Public Liability fraud.

Insurance Ireland remains committed to playing its part in creating public awareness through our consumer campaign, our dedicated website [www.insuranceconfidential.ie](http://www.insuranceconfidential.ie), as well as through the work of various Insurance Ireland committees dedicated to reducing

the burden of fraud on the industry, and ultimately the industry’s genuine customers.

Last year more than 250 delegates gathered to share their insights and expertise in the areas of fraud prevention, deterrence and detection. We know the benefit of attending our Conference goes way beyond the day itself, allowing those who participate to extend their knowledge of advances in anti-fraud intelligence, extend their professional network and ultimately be part of shaping the future of our fight against insurance fraud.

I very much hope you can join us and I look forward to meeting you on the day.

*Kevin Thompson*

## About Insurance Ireland

Representing 95% of the domestic insurance companies and 80% of the International Life Insurance market, Insurance Ireland is the voice of the sector in this country, making important representations on behalf of member companies to all of our stakeholders, including Government, media, customers and the wider public.

Insurance Ireland members pay out more than €5.4 billion in claims to Irish customers and contribute over €1.8 billion in tax to the Irish exchequer per annum. Our industry holds over €200 billion in assets in Ireland of which €30 billion is invested in Irish infrastructure and government debt. It generates €25bn in premium

income (domestic and overseas) and employs more than 28,000 people.

As the voice of insurance, Insurance Ireland’s key functions include:

- Representing its members’ interests to Government, state agencies, regulatory bodies, public representatives, other national interest groups, the media and the general public
- Representing the position of members at a European level, particularly via Insurance Europe, the European Association for national insurance company representative bodies, and at a global level via the Global

Federation of Insurance Associations (GFIA)

- Keeping members abreast of relevant policy and regulatory developments and providing a forum for member debates on such issues
- Providing information to Government, the wider policy-making community and the public about insurance

Insurance Ireland –  
The Voice of Insurance

# Agenda for the Day

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**THE INSURANCE  
IRELAND 4TH  
ANNUAL INSURANCE  
FRAUD CONFERENCE  
12TH OCTOBER**

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**2016 THEME  
INSURANCE FRAUD:  
THE CRIME  
YOU PAY FOR**

- 8.00am** **Registration** – Tea and Coffee/Refreshments
- 9.00am** Kevin Thompson, CEO, Insurance Ireland – Welcome
- 9.10am** Derek Trower, Chairman, Insurance Ireland Anti-Fraud Forum & Head of Specialist & Complex Claims, RSA Insurance
- 9.20am** **The Power of the Collective - Tackling Insurance Fraud in the UK Market**  
Keynote - Adele Sumner, Head of Fraud Intelligence & Strategic Development for the Counter Fraud Unit, RSA Insurance UK
- 10.05am** **Collaboration - the Opportunities from an International Perspective**  
Panel Discussion - Per Norstrom, Deputy CEO, Larmtjänst International, Claire Byrne, Operations Risk Unit Manager, Allianz Worldwide Care and Rory Conway, Head of Compliance, MetLife, – MC Derek Trower
- 10.50am** Refreshments Break/Networking
- 11.20am** **Mind the gap: the gulf between law & practice in the treatment of false and exaggerated claims.**  
Keynote - Dearbhail McDonald, Group Business Editor, Irish Independent
- 12.05pm** **A system-wide response to fraud: Overcoming obstacles to meet the challenge**  
Panel Discussion –John Magee, Partner Technology Unit, William Fry, John O’Keeffe, Criminologist & Forensic Psychologist & Associate Editor of Garda Review & Michael Horan, Non-Life Insurance Manager, Insurance Ireland  
– MC Derek Trower
- 12.50pm** Closing Comments - Derek Trower, Chairman, Insurance Ireland Anti-Fraud Forum & Head of Specialist & Complex Claims, RSA Insurance

# Speaker Biographies

She is widely acknowledged for her expertise in the practical deployment and use of technology to identify fraud and has been an important figure in various fraud technology programmes both in RSA and at an industry level.

In her current role she is responsible for developing strategies to tackle fraud and adopts a risk focused, intelligence led approach to combating the external threat fraud posed to RSA. In 2008 she obtained a Master Degree in Fraud Management from Teesside University.



## Derek Trower

Chairman of Insurance Ireland Anti Fraud Forum & Head of Specialist & Complex Claims, RSA Insurance Ireland Ltd

Derek started his insurance career in 1989 when he joined Sun Alliance Insurance as a motor claims handler. His 27 years claims experience have included handling, investigation and management roles across all property and casualty claims classes.

Derek has held senior claims management roles within RSA including Head of Property and Motor Claims and Head of Galway Claims Operations. Derek also worked with the RSA Canada business, from 2008 – 2011, where he held the position of Claims Director for the Atlantic Region.

Derek is the Head of Specialist and Complex Claims for RSA Insurance Ireland a position he has held since June 2015. His responsibilities include

management of high value casualty and property claims, special investigation as well as other specialist claim types. He is also a member of the RSA Business Management Team.

Derek joined the Anti-Fraud Forum in 2015 and took over as Chairman in July 2016.

He is ACII, Chartered Insurer accredited.



## Adele Sumner

Head of Fraud Intelligence & Strategic Development, Counter Fraud Unit

Adele Sumner is the Head of Fraud Intelligence & Strategic Development for the Counter Fraud Unit at RSA Insurance UK. She has over sixteen years of 'hands on' experience in counter fraud activity in the insurance sector, including leading RSA's Fraud Intelligence Team where she developed techniques and experience in the use of the internet, both to assist individual investigations and to obtain data that will enhance fraud detection models.



## Per Norström

Deputy CEO, Larmtjänst AB

Per works for Larmtjänst AB a daughter company to Swedish Insurance Association since 1990. Per has been Deputy CEO from 2011.

Previous to his role with Larmtjänst Per worked as a detective inspector/Police officer in Sweden since 1978 - 1990.

Per is a member and supporter of a number of different organisations including; Insurance Europe Insurance Crime Platform since May 2015, IASIU International Association of Special Investigation Units, Theft Prevention Association and the EU Platform for Tackling Vehicle Crime.

# Speaker Biographies



## Claire Byrne

Manager - Operations Risk Unit,  
Allianz Worldwide Care

Claire joined Allianz Worldwide Care in May 2005. Her experience in Insurance had previously been in Motor & Property Insurance through which she gained knowledge of injury and medical claims. As the Organisation rapidly grew and moved into markets which carried more risk, the Claims Department was required to respond quickly and effectively to ensure any fraud risk was mitigated as much as possible.

Through the continuous assessment of the risks associated with providing International Medical Insurance and the fraud exposure of a rapidly growing Organisation, Claire enhanced the Claims Fraud Management Model resulting in an increase in Fraud Detection whilst maintaining the Client Centric Culture, the core ideology of Allianz Worldwide Care.

In 2011, Claire was appointed to lead the Fraud and Operational Risk function within the Operational Areas, where she has developed the dedicated Operations Risk Unit charged with focusing on Fraud Prevention and Detection.



## Rory Conway

Chief Compliance Officer,  
MetLife

Rory Conway is the Chief Compliance Officer for MetLife's Europe, Middle East and African (EMEA) operations. Rory assumed this role in January 2016 and also serves as Chief Compliance Officer for the MetLife European Union Holding Company. He is a member of the EMEA Executive Leadership team. Prior to his current role in EMEA, Rory was Head of Compliance for MetLife Western & Central Europe.

Rory qualified as a Barrister to the Irish courts in 1996 having achieved a Bachelor of Law degree from University College Dublin and a Masters at Law from Queen's University Belfast before this. He has worked in legal, risk and compliance roles in the financial services arena for over eighteen years. His roles have included Area Compliance Officer for HSBC's operations in Ireland and head of Legal for Dresdner Bank's Irish business.

Rory's experience includes a significant amount of international exposure. Prior to joining MetLife in July 2014, he was Chief Risk Officer for Standard Life International where he had responsibility

for the risk, compliance and legal departments of an international business with branches in Asia and Head of Compliance for Aviva Europe where he led the compliance function which operated in 11 European markets.

He has a very strong regulatory background and lectures on Corporate Governance and other legal and compliance matters at the Law Society of Ireland. He has liaised with the Central Bank of Ireland on behalf of his employers on matters of business and policy for a decade and a half.



## Dearbhail McDonald

Group Business Editor,  
Independent News and Media

Dearbhail McDonald is Group Business Editor of Independent News and Media (INM).

The author and broadcaster, who commenced her journalism career with The Sunday Times, previously served as Associate Editor and Legal Editor of the Irish Independent.

An Eisenhower Fellow (efworld.org) Dearbhail is chair of the Irish chapter of the global leadership network.

The Newry native serves on the board of Fighting Words, the national creative writing centre, and is a member of the External Advisory Board of Maynooth University Department of Law.

Dearbhail also serves on the board of the Happy Days Enniskillen

# Speaker Biographies

International Beckett Festival and is a director of the St Stephen's Green Trust.

Dearbhail holds an LL.B (Law) from Trinity College Dublin as well as a Masters Degree in Journalism from Dublin City University.

The award winning journalist published her first book *Bust: How the Courts Have Exposed the Rotten Heart of the Irish Economy* (Penguin Ireland) in 2010.



## John Magee

Partner,  
William Fry

John Magee is a Partner with William Fry's Technology and Data Protection Group. He holds a Bachelor of Civil Law Degree from UCD and a Masters in Computers & Law from Queen's University Belfast and the University of Bologna. John has extensive experience data protection, cybersecurity and other technology law matters.

John's work includes assisting businesses in meeting their obligations with respect to data protection, privacy and cybersecurity

and providing guidance on requirements relating to areas such as direct marketing campaigns, international data transfers, outsourcing and privacy impact assessments and audits.

John is an active member of the IAPP and has spoken at and hosted talks and seminars on various data protection topics including cybersecurity, data access requests, privacy & social media and the new European General Data Protection Regulation. He is also a member of the ACOI Data Protection & Technology Working Group.



## John O'Keeffe

Criminologist & Forensic Psychologist  
& Associate Editor of *Garda Review*

John O'Keeffe is a graduate of University College Dublin, UWE Bristol, London Metropolitan University and the University of Cambridge where he is a life member of Homerton College. He also holds a Doctoratus in Gister Studiorum (ad eundem Cantab.) from Trinity College, Dublin and memberships of the American Psychological Association, American Psychology Law Society, International

Association of Forensic Psychology, the American Society of Criminology and the British Society of Criminology. He is Membership Secretary of the Criminology Association of Ireland.

John also works as a broadcaster and journalist (Associate Editor of *The Garda Review*) regularly appearing on television and radio where he speaks on matters related to criminology, criminal law and forensic psychology.



## Michael Horan

Non-Life Insurance Manager,  
Insurance Ireland

Michael is the Non-Life Insurance Manager at Insurance Ireland. Michael's role involves representing members' interests to multiple stakeholders, including Government, the Central Bank of Ireland, public representatives, the media and at European level. Prior to joining Insurance Ireland Michael held a variety of managerial roles at Royal Insurance in the UK over a nine year period.

# Why Participate?

## GAIN INSIGHT FROM EXPERTS

Insurance Ireland Fraud Conference is now in its fourth year. The Conference builds on previous years' success and in 2016 we anticipate more than 250 delegates will join us on the day. The delegates that have registered for this Conference to date comprise mainly C-Level executives, functional heads and specialists at middle to senior management levels. These are the key decision makers within companies that can actively promote change within their organisation. Our delegates are cross sectorial therefore allowing for optimum networking and peer engagement at this event.

To ensure we attract the right audience we devised our Conference topic and speakers based on members' needs and requests.

### Benefits of attending:

- Learn from prominent presenters in a variety of information packed sessions that provide insights into the challenges that affect anti-fraud professionals today
- Gain insight from experts in the field on the way fraud is evolving and hear about the latest developments in dealing with fraud
- Take advantage of opportunities to extend your network with Insurance Ireland members who share your challenges and goals
- Enhance credibility – highlight your company's expertise to a captive audience
- Generate new sales & form new partnerships – with registrants, vendors and speakers
- Put your brand in front of the most influential referrers of business
- Networking opportunities - connect directly to very hard to reach people
- Increase credibility, expand loyalty and build opportunities with existing clients through active participation
- Reinforce and strengthen your brand position within the Insurance Industry in Ireland

### Insurance Ireland Fraud Conference Survey Results 2015.

- Over 95% percent of respondents said they would attend the Insurance Ireland Fraud Conference in the future
- Over 99% percent of respondents said that the 2015 Insurance Ireland Fraud Conference was relevant to their business challenges
- 95% percent of respondents said that their objectives in attending the 2015 Insurance Ireland Fraud Conference were met
- 90% percent of respondents rated the 2015 Insurance Ireland Fraud Conference as "good or excellent"

### Testimonials from our 2015 Insurance Ireland Fraud Conference – 'Stemming the Tide'.

'Excellent gets better year on year'.

**David Snow, Zurich**

'An excellent and worthwhile Conference'.

**John Eves, Thornton & Partners**

'A very successful Conference covering a wide range of relevant topics supported by strong speakers'.

**Danny Donohoe, OSG**

'Well organised with plenty of notice and varied selection of topics'.

**Eric O'Reilly, Zurich**



# Individual Sponsorship Opportunities



<b>Day Delegate Participation</b> .....	<b>€245</b>
Conference Networking Breakfast.....	€3,000
Conference Bag.....	€2,000
Conference Tea/Coffee break.....	€1,500
Conference Pen .....	€350
Conference Notepad .....	€350

*Further details of the specific branding on all of the above will be supplied on request.*

## Advertising Opportunities

<b>Full page</b> full colour advertisement in the Conference programme.....	€500
<b>Half page</b> full colour advertisement in the Conference programme.....	€350

## Exhibition Opportunities

We have capacity for only 10 exhibitors at the venue and these are available on a first come first served basis. The rate for exhibition only is €950 and includes the following inventory;

The price includes:

- A trestle table, two chairs, baize and power supply
- Access to the exhibition area and Conference sessions, name badge and Conference programme
- The exhibiting company will be listed in the exhibition section in the Conference programme
- One exhibitor pass is included in every table top exhibitor - extra exhibitor passes need to be booked at a rate of €95 for a day delegate

## NOTE:

**All VAT registered Irish organisations availing of sponsorship and exhibition opportunities are subject to VAT at 23%. All VAT registered EU organisations will not be charged VAT on sponsorship if a VAT number is included on the booking contract attached so you can self-account for the VAT. All exhibitions are subject to VAT at 23%.**

# Partnership Opportunities

## PLATINUM PARTNERS €10,000

A range of rights and benefits will be agreed to optimize the potential for this Platinum Partnership to meet your organisation's business and marketing objectives. We have identified an extensive list of components in this Platinum Package which are outlined below. There is a high degree of flexibility within this, to ensure that your organisation's specific partner requirements are achieved.

### Official Designation as Platinum Partner of the Insurance Fraud Conference 12th October, 2016

- Logo coverage for your organisation on Conference promotional materials in the run up to the Conference which includes
- E-zine campaigns
- Branding on the events page of the Insurance Ireland website to include your organisation's logo
- Use of the image in your organisation's promotional activities tied to Insurance Ireland Insurance Fraud Conference, once agreed with Insurance Ireland

### Pre-show Benefits:

- Platinum Partnership announcement in the Insurance Ireland e-zine campaign

### Insurance Ireland Insurance Fraud Conference

Complimentary prime table top exhibition space.

- 6 Complimentary delegate registrations
- Free full page colour advertisement in the Conference programme (supply own artwork)

- Recognition from the podium at the start of the Conference keynotes and the conclusion of last sessions
- "Thank you to our partners holding slide" projected at the Conference venue
- Logo coverage for your organisation on the Croke Park Stadium screen during the coffee break. Photography will also be taken of the company representatives along with their logo on the screen. These images will be available to use in all future marketing materials. The dimensions of the screen are 656 x 256 pixels
- Insert in the delegate pack

### Post Event

- Post event fulfillment report which will outline the benefits of partnership
- Coverage in our post event e-zine

## GOLD PARTNER €5,000

A range of rights and benefits will be agreed to optimise the potential for this Gold partnership to meet your business and marketing objectives, including subject to negotiation:

### Official Designation as Gold Partner of the Insurance Fraud Conference 12th October 2016

- Coverage for your organisation on Conference promotional materials in the run up to the Conference which includes
- An e-zine campaign
- Branding on the events page of the website to include your organisation's logo
- Use of the image in your organisation's promotional activities tied to Insurance Fraud

# Partnership Opportunities

Conference, once agreed with Insurance Ireland

## Insurance Fraud Conference

- Complimentary table top exhibition space
- 4 complimentary registrations
- A half page colour advert in the Conference programme
- "Thank you to our Partners holding slide" Projected at the Conference venue
- Insert in the delegate pack

## Post Event

- Post event fulfillment report which will outline the benefits of partnership

## SILVER PARTNER €3,500

A range of rights and benefits will be agreed to optimize the potential as Silver Partner to meet your business and marketing objectives, including subject to negotiation:

### Official Designation as Silver Partner of the Insurance Fraud Conference

- Branding on the events page of the website to include your organisation's logo and biography
- Use of the image in your organisation's promotional activities tied to Insurance Fraud Conference, once agreed with Insurance Ireland

## Insurance Fraud Conference

- Complimentary table top exhibition space
- 2 complimentary registrations
- A quarter page colour advert in the Conference programme
- "Thank you to our Silver Partners holding slide" projected throughout the Conference venue
- Insert in the delegate pack.

## Networking Breakfast Sponsor €3,000

- Company signage/pull-ups included at morning coffee (provided by the sponsoring company). Location of the signage is subject to approval by Insurance Ireland
- Networking Breakfast duration 60 minutes and is free to all delegates
- Acknowledgment as Networking Breakfast sponsor in the Conference programme and from the podium at the start of the Conference
- Half page advert in the Conference Programme
- Includes two Conference registrations with access to the sessions
- Opportunity to use your own branded paper cups

## Coffee Sponsorship €1,500

- Company signage/pull-ups included at coffee break (provided by the sponsoring company). Location of signage is subject to approval by Insurance Ireland
- Coffee break duration 30 minutes and is free to all delegates
- Acknowledgment as coffee sponsor in the Conference programme and from the podium prior to the break
- Half page advert in the Conference Programme
- Includes two Conference registrations with access to the sessions

**There is a high degree of flexibility within this, to ensure that your organisation's specific requirements are achieved so if we've missed any of your particular requirements we can integrate these into your preferred package.**

# Directory of Members

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## Life Members

-  
Acorn Life  
Ark Life  
Aviva Life & Pensions  
ECCU  
Equitable Life  
Friends First Life  
Genworth Financial Assurance  
Irish Life  
London General Life  
New Ireland Assurance  
Phoenix Ireland  
Quinn-life Direct  
Royal London  
Scottish Friendly  
Standard Life  
Sun Life of Canada  
Zurich Life

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## International Members

-  
Aegon Ireland  
Allianz Re  
Allianz Worldwide Care  
Augura Life  
AXA Life Europe  
AXA MPS  
Barclays Insurance  
Canada Life Europe  
Darta Saving Life  
Europ Assistance  
Generali PanEurope  
Hansard Europe  
Hawthorn Life  
Intesa Sanpaolo Life  
Lawrence Life  
MetLife Europe  
Old Mutual International  
PartnerRe  
Prudential International  
Scottish Mutual International  
SEB Life International  
St. James's Place International  
XL Group

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## Non-Life Members

-  
ACE Europe  
AIG  
Allianz  
Amtrust International  
Aviva Insurance  
AXA  
DAS Group  
DeCare Dental  
Ecclesiastical  
Euro Insurances  
FBD Insurance plc  
Genworth Financial Insurance  
IPB Insurance  
Liberty Insurance  
London General Insurance  
Mapfre Assistencia  
RSA Insurance  
SureStone Insurance  
Travelers Insurance  
Zurich Insurance

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## Health Members

-  
Aviva Health  
GloHealth  
Laya Healthcare  
VHI Healthcare

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## Associate Members

-  
Accenture  
ARB Underwriting  
Cunningham Lindsey  
Davies Group  
Deloitte  
Hertz Rent a Car  
International Financial Data Services  
Irish Progressive Services  
KennCo Underwriting  
KPMG  
Lloyds  
Matheson  
Milliman  
MIT  
OSG  
ProAdjust  
PWC  
Thornton & Partners  
William Fry

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## Strategic Alliance Partners

-  
Accenture  
Deloitte  
KPMG  
MIT  
PwC

# Anti-Fraud Forum Members

Name	Title	Company
Michael Horan	Non-Life Insurance Manager	Insurance Ireland
Michael Curtin	Operations Executive	Insurance Ireland
West Thornton	Insurance Confidential	Insurance Ireland
Lorraine Bracken	Claims Inspector	AIG Europe
David Donegan	Principal Investigator	AIG Europe
Orlagh Bardsley	Senior Underwriter	AIG Europe
John McGrath	Head of Claims Relationship Management	Allianz
Liam Greaney	Motor Portfolio Underwriter	Allianz
Noel Burke	Claims Relationship Management	Allianz
Eoghan Fitzpatrick	Motor Portfolio Underwriter	Allianz
Noelle Bourke	Senior Health Claims Manager	Aviva Health
Pat Balfe	Claims Manager	Aviva Insurance
Brendan Keane	Special Investigations Unit	Aviva Insurance
Emer Lynch	Underwriting Q A and Control Specialist	Aviva Insurance
Michael Bannon	Motor Product & Class Underwriting Manager	Aviva Insurance
Robert Smyth	Fraud Manager	Aviva Insurance
Audrey Purcell	Senior Technical Adviser	Aviva Insurance
Patricia Bergin	Special Investigations Unit	Aviva Insurance
Jonathan Wheatley	Unit Fraud Manager	Aviva Insurance
Colm Featherstone	Fraud Investigations Manager, SIU	AXA Insurance
Graham Holohan	SIU Supervisor & Application Fraud	AXA Insurance
Frances McDonnell	SIU & QA Manager	AXA Insurance
Paul Nolan	Head of Underwriting	AXA Insurance
Ger Gavin	Chief Dental Officer	DeCare Dental Insurance Ireland
Maureen Walsh	General Manager	DeCare Dental Insurance Ireland
Joan Dixon	Senior Clerk – Claims Investigation Unit	FBD Insurance plc
Peter Brennan	Data Miner, Claims Investigation	FBD Insurance plc
Emmet Byrne	Senior Underwriter	FBD Insurance plc
Liam Warren	Team Leader - Farm Underwriting	FBD Insurance plc
Padraig Lyons	Claims Handler	FBD Insurance plc
Michael Berkery	Claims Handler	FBD Insurance plc
Cliona Merrigan	Head of Claims	GloHealth
Julia Carmichael	Chief Compliance Officer	IPB Insurance
Jim Loughran	Claims Handler	IPB Insurance
Ann Rice	Claims Department	IPB Insurance
Alex Burke	Claims Manager	KennCo Underwriting
Frank Keegan	Deputy Claims Manager	KennCo Underwriting

Name	Title	Company
James O'Mahony	Head of Provider Relations	Laya Healthcare
Bendan Scanlan	Provider Relations Analyst	Laya Healthcare
John McCall	Director of Operations	Laya Healthcare
Karen Vincent	Underwriting Manager (Personal Lines)	Liberty Insurance
Mairead Carty	Underwriting Manager (Personal Lines)	Liberty Insurance
Andrew Buck	Head of Fraud	Liberty Insurance
Anita Gallagher	Private Lines Risk Manager	Liberty Insurance
Dean Dowling	SIU Team, Motor & Household	Liberty Insurance
Joe Marshall	Senior Technical Claims Manager	Liberty Insurance
Colm Humphries	Claims Handler	Liberty Insurance
Garrett Walsh	Claims Insight & Control Team Manager	RSA Insurance
Sinead Nolan	Liability Claims & Special Investigations Manager	RSA Insurance
Ciara Furlong	Head of Product, Underwriting & Risk Quality	RSA Insurance
John Grimes	Telematics Development Lead	RSA Insurance
Paul Moles	Technical Underwriter, Motor	RSA Insurance
Fergal O'Farrell	Fraud Application Lead	RSA Insurance
Julie Tracey	Senior Claims Handler	RSA Insurance
Maggie Noonan	Liability Claims Handler	RSA Insurance
Derek Trower	Head of Specialist & Complex Claims	RSA Insurance - Chairman
Joyce Foley	Claims Department	RSA Insurance
Gavin O'Brien	Claims Handler	RSA Insurance
Tony Stewart	Claims Manager	Travelers Insurance
Alan Carroll	Small Business Underwriter	Travelers Insurance
Tony Hetherton	Development Underwriting Manager	Travelers Insurance
Danny Boles	Head of Special Investigations Unit	VHI Healthcare
John Murphy	Special Investigations Unit	VHI Healthcare
Dawn Walsh	Deputy Compliance Director	XL Group
David Snow	Head of Special Investigations Unit	Zurich Insurance
Conor Stuart	Underwriting Quality Controller	Zurich Insurance
Lisa Tyghe	Investigation Handler	Zurich Insurance
Aran McGrath	Investigation Handler	Zurich Insurance
Paul Scully	Claims Handler, SIU	Zurich Insurance
Mark Quinn	Head of Personal Motor	Zurich Insurance

# Partnership Advertising & Exhibition Booking Contract October 2016

## Partnership

I would like to confirm:  
(Please specify what package you would like to confirm)

## Advertising

1. Full page full colour advertisements in the conference programme: €500

**QTY:** \_\_\_\_\_

2. Half page full colour advertisements in the conference programme: €350

**QTY:** \_\_\_\_\_

**Total Net Cost:** € \_\_\_\_\_

**Plus VAT at 23%:** € \_\_\_\_\_

**Total Cost:** € \_\_\_\_\_

## Organisation's VAT Registration Number:

*(only if based in EU and outside of Ireland)*

If your organisation is in the EU, but based outside Ireland, please provide the organisation's VAT registration number and VAT will not be charged on sponsorship on the basis that you will self-account for the VAT.

Please note that VAT will be charged on the exhibition stand as it relates to land in Ireland. This VAT can be reclaimed however through the 8th and 13th EU Vat Directive.

## Contact Details:

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

## Address that will appear on the invoice:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**City:** \_\_\_\_\_

**County:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Please email or return this form to the address below, if you require further information please contact:**

## Ann O'Leary

Communications and Events Management Executive  
Insurance Ireland, Insurance Centre, 5 Harbourmaster Place,  
IFSC, Dublin 1, DO1 E7E8

**Tel:** +353 1 644 7794

**Email:** ann.oleary@insuranceireland.eu

## Payment Policy:

100% payment is due on booking. The sponsor/exhibitor's logo and company biography will not be included on any promotional materials until full payment is received.

## Cancellation Policy:

Cancellation within 4 weeks prior to the conference will incur a cancellation fee of 40%. Cancellation within 2 weeks prior to the conference will incur a cancellation fee of 100%. The cancellation fee of the sponsorship amount is subject to VAT at 23%

**Please note:** Full details of the exhibition area, set-up times, goods receipt, electricity etc. will be sent to you in October 2016.



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# Insurance Ireland Fraud Conference 2015

1. Ciaran McGaley, Risk Intelligence, Insurance Ireland and Niall Kavanagh, Risk Intelligence

2. Declan O'Sullivan, Cork City Garda Divisional

3. Christian Adom and Sophia Qureshi, from SAS

4. Claire Murray and Lisa Dennehy, from Ronan Daly Jermyn

5. Martin Coyne, Digitpol Ltd

6. Tom O'Brien, Liberty Insurance

7. Patrick Muldoon with Fiona O'Reilly, Brighid Smyth, Shane Lynch, Fiona Lyttleton, Salem Bajramovic and Hilda Franey, VHI

8. Eamon Howlin and Prag Sharma, Deloitte

9. Eamon Egan, Lloyds and Ciaran Phelan of the IBA

10. Wayne O'Connor with Sarah Gallagher, Jane O'Driscoll, from Insurance Ireland and Troy Towsley, Accenture



# About Insurance Confidential

## Who are we?

“Insurance Confidential” is a lo-call confidential hotline run by Insurance Ireland. Since the hotline’s establishment in 2003 over 9,000 cases of suspected fraud have been reported.

The many forms of insurance fraud have one common effect – they increase the cost of insurance claims for insurance companies, which in turn increases premiums for honest policyholders.

For further information about Insurance Ireland and the work we do see [www.insuranceireland.eu](http://www.insuranceireland.eu)

## What is Insurance Ireland doing to combat insurance fraud?

Insurance Ireland is involved in many efforts to crack down on insurance fraud.

Operated from the offices of Insurance Ireland, the hotline “Insurance Confidential”, set up in 2003 is a hugely successful resource helping to combat fraud in Ireland.

Insurance Ireland in conjunction with the Garda Síochána have put in place “Guidelines for the reporting of suspected Insurance Fraud” to assist insurance companies in the referral of cases of suspected insurance fraud to the Gardai for criminal investigation.

“Insurance Link”, the Insurance Ireland’s anti-fraud claims matching search engine is proving a useful tool as it allows insurance companies to cross reference individual claims with their fellow insurance companies.

Claims departments within individual companies have been beefed up through the employment of experts to detect fraudulent claims. In addition, having these specialist staff on board is helping the industry prepare for criminal prosecutions as well as the more familiar area of civil cases. Insurers also make use of private investigators for surveillance and related work.

Insurance Ireland lobbied the Government to address legal aspects of the problem, which has led to the inclusion of anti-fraud provisions in the Civil Liability and Courts Act 2004. The Act effectively introduces a specific offence of insurance fraud in relation to personal injury actions and offenders now face a fine of up to €100,000 and/or up to 10 years in prison.

The combined effect of these measures is that the stakes have become much higher for fraudsters at every stage in the process. They act as an effective deterrent for would be fraudsters who might in other circumstances be tempted to make a fraudulent claim.

## Do these campaigns help reduce fraud?

Yes. These campaigns work. Insurers have been successful in identifying and successfully challenging a wide range of fraud. Fraud has been uncovered across all major lines of insurance business and a range of cases have been referred on for criminal investigation and successful prosecution by the Gardai.

# A burglary between friends hits home.

The truth is often stranger than fiction and that's why the truth is at the heart of our new Insurance Confidential campaign.

This commercial, the first of a series, tells the true story of two friends who burgled each other's homes in order to claim on their home insurance.

The perceived victimless crime does, in truth, have a victim – you. Your insurance premiums are higher because of insurance fraud. Fact.

To find out more about the campaign visit [insuranceconfidential.ie](http://insuranceconfidential.ie)



**Insurance  
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