



Friday

27 November 2020

10.00 AM – 1.00 PM

WEBINAR: Windscreen Fraud & Motor Claim Investigation

PARTICIPANTS

This session should attract all technical professionals engaged in the Malaysian insurance/takaful market eg. Claims personnel, Underwriters, Risk Surveyors, Head of Operation & Products and Special Investigation Unit/ Fraud. It will also be informative for Marketeers, Legal and Compliance Department.

OBJECTIVES

- To create fraud awareness on windscreen claim related.
- To share some importance fraud indicators aligned to latest fraud trends.
- Introduce some method of investigation for fraud windscreen claims.
- To assist Participants in understanding fraud in BI & OD claims and the challenges faced in obtaining the necessary proof to defend against a fraudulent claim.

TOPIC OUTLINES

Speaker / Duration	Topic	Outlines
Mr Malkidh Singh Liberty Insurance Bhd (1 hour)	Windscreen Fraud	<ol style="list-style-type: none"> 1. Introduction 2. Fraud Indicator for Windscreen Claims 3. Current Fraud Trends 4. Case Study
En Mohd Raziff Tun Zahir Mestari Adjuster (1 hour)	Fraud in TPBI Claim	<ol style="list-style-type: none"> 1. Introduction - What is Fraud and Insurance Fraud? 2. Types of Fraud - Hard and Soft Fraud 3. Fraud Detection - "Red Flag" and "Leads" from Informers 4. Methodology 5. Challenges faced
Mr Punanesvaran Muniandy Mestari Adjuster (1 hour)	Fraud in OD Claim	

REGISTRATION

The Registration Form is attached herewith.

Kindly complete and email to:

- [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com)
- [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com)

Please submit the completed registration form by Friday, 13 November 2020.

FURTHER INFORMATION

If you require any further information or clarification, please do not hesitate to contact Ms Thya or Ms Nancy at 03-2692 4022 or email at [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com) / [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com).



SPEAKER'S PROFILE

MR MALKIDH SINGH

**Head of Investigation Unit
Liberty Insurance Bhd**

Mr Malkidh Singh currently working at Liberty Insurance Berhad as Head of Investigation Unit (SIU) with over 13 years of experience in claim investigation involving both motor and non-motor products.

Been heavily active in detecting fraud claims by conducting desktop investigation, field investigation, and perform surveillance. Over the years, managed to cracks high volume of fraud cases which contribute millions (RM) of savings to insurance company.

EN MOHD RAZIFF TUN ZAHIR

**General Manager
Motor Liability / Investigation
Unit**

En Raziff has been involved in the legal and corporate sector in various capacities for more than 30 years. He was a legal officer in Bank Pembangunan Malaysia Berhad (now SME Bank Berhad) for 5 years and a practicing lawyer for 10 years before joining Mestari in December 1999.

En Raziff joined Mestari in 2000 and since then, except between 2010 to 2013, he has been in the Motor Liability Department. He oversees Mestari's Fraud Investigation Unit.

MR PUNANESVARAN MUNIANDY

**Head of Motor Liability /
Investigation Unit
Mestari Adjuster**

Mr Puna started from IT background and worked in relevant field for few years before commencing his career in loss adjusting and investigations from 1996 onwards. Mr Puna has extensive knowledge and wealth of his 21 years of experience in dealing with bodily injury, own damage investigation and theft claims. He brings with him his track record of service on investigations of motor claims.

At present, he is heading the Mestari's Motor Liability / Investigation Unit.

We look forward to your early registration.