



THE MALAYSIAN
INSURANCE INSTITUTE

A PREMIER SERIES: Insurance Fraud Investigation Techniques

19-20 August 2019 | Sunway Putra Hotel Kuala Lumpur



PROGRAMME HIGHLIGHT

- Insurance business, by its very nature is susceptible to fraud.
- Insurance fraudulent schemes such as death claim fraud, vehicle fraud and property fraud schemes are among the common fraud schemes involved.
- As an insurance investigator, adjustor or claim assessor, the ability to effectively investigate those fraud cases are vital in ensuring that the funds do not unnecessarily fall to those fraud perpetrators.

KEY LEARNING OBJECTIVES

By the end of this course, participants can expect to

- Understand the nature of insurance fraud and detect red flags associated to it.
- Comply with legal issues that affect insurance fraud investigation.
- Be competent in approaching and handling an insurance fraud investigation.
- Be able to appreciate and handle evidence effectively in an insurance fraud investigation.

LEARNING TOPICS

DAY ONE

1. Insurance Fraud Investigation-An Overview
2. Legal Considerations-Insurance Fraud Investigation
3. Handling Documentary Evidence & Document Forensic Examinations
4. Interviewing Techniques

DAY TWO

1. Intelligence Gathering-Surveillance Ops & Background Check
2. Surveillance Tools & Equipment's
3. Concluding Investigation –Report Writing & Testifying
4. Case Study-Investigation & Intelligence

Learning Methodologies & Time Allocated

- Lecture & presentation – 50%
- Case study – 30%
- Video & graphic – 20%

Learner Assessment Methods & Results

- Individual & Group work using case scenario analysis

WHO SHOULD ATTEND

- Insurance Industry Professionals including Fraud Investigation Unit, Claims and Underwriting Professionals.
- Adjusters
- HR Practitioners
- Other practitioners who are interested in knowing more about insurance fraud
- Non-Executive / Exec / Senior Exec / Department Head / Division Head / Business Head / Senior Management

TRAINER PROFILE



Wan Zairi Afhtar bin Ishak

Wan Zairi Afhtar bin Ishak is the founder of My Private Eye Consulting Sdn Bhd. Prior to the setting up of the firm in 2011, he has served in Royal Malaysian Police as Assistant Superintendent of Police (ASP) for 6 years where throughout his tenure in the force, various senior positions in Criminal Investigation Department (CID) has assigned to him such as Senior Investigation Officer, Prosecution Officer and Head of Commercial Crime Department.

Then, he joined PETRONAS, the national oil and gas company pursuing his career in corporate environment as Investigator and Intelligence Coordinator for 6 years.

During this period, he had been groomed and trained to be corporate investigator and intelligence coordinator. Wan Zairi Afhtar bin Ishak also had served in Prudential Assurance Malaysia Bhd as Head of Investigation.

Wan Zairi Afhtar bin Ishak is a Certified Fraud Examiner since 2007 and a member to World Association of Detective (WAD).

He holds a Master Degree in Forensic Accounting and Financial Criminology from MARA Institute of Technology University (UiTM), a Bachelor Degree in Human Sciences from International Islamic University, Malaysia and a Post Graduate Diploma from The University of Derby.

19-20 August 2019 | Sunway Putra Hotel, Kuala Lumpur

ADMINISTRATIVE DETAILS

Category	1-2 Pax	3 Pax and Above
MII Member	RM 1700	RM 1615
Non Member	RM 1870	RM 1780
International	USD 550	USD 530

* Fees inclusive of 6% SST (Malaysia Sales and Service Tax)

* Fee is Inclusive welcome drinks, programme materials, tea breaks and lunches.

PARTICIPANT DETAILS

Name (as per IC)	IC No. (New)/Passport No	Designation	Email
Contact Person:		Email Address:	
Tel No :	HP No :	Fax No :	
Company Name :			

PAYMENT OPTIONS (Please tick (✓) method of payment)

Cash Payment
 Enclosed is a Bankdraft / Money Order no. for RM _____ made payable to The Malaysian Insurance Institute.
 Direct Bank In to MII account : **2-64160-00004670**
RHB Bank Bhd. G129, Ground Floor, Bangsar Shopping Centre, 285 Jalan Maarof, Bangsar, 59100 Kuala Lumpur, Malaysia.
 Telegraphic Transfer in USD to MII account : **6-14165-00000321**
RHB Bank Bhd. G129, Ground Floor, Bangsar Shopping Centre, 285 Jalan Maarof, Bangsar, 59100 Kuala Lumpur, Malaysia.
(Payment Slip Attached) Please charge RM _____ to my credit card. VISA MASTER
Card number :
Expiry date : _____ Cardholder's signature : _____

Note :

1. Payment to be made payable to "The Malaysian Insurance Institute"
2. Participants will not be registered for the programme until payment is received.
3. We wish to inform that MII does not accept personal cheques.

REGISTRATION POLICY

- Registration methods:
 - Online registration at www.mii4u.org/ilms/user/login
 - Completed registration form together with payment to reach MII at least 14 working days before the course date.
- Deadline to submit registration form is 14 DAYS BEFORE the programme.
- Reservation for the course can be made by phone or fax but will be confirmed upon receipt of the registration form and full payment.
- A FULL FEE is chargeable if no written notice of cancellation is received 14 DAYS BEFORE the course commences or if the participant fails to report for the course.
- Cancellation after the deadline WILL NOT BE ENTERTAINED. However, substitute participant(s) is/are always welcome.
- The organiser reserves the right to reschedule or cancel the course due to unforeseen circumstances and will notify the contact person accordingly.
- Confirmation of the course will be notified to the contact person/registered participant(s).

DECLARATION

Important Notice

In regards to Personal Data Protection Act 2010 ("the Act"), pleased note that your personal data is used, stored, disclosed and processed by MII solely for the Purpose of registering training courses and/or in connection to other MII products or services. Your personal information may also be disclosed or transferred to relevant third party i.e to the industry related associations, industry related companies, government agencies and any of their respective agents. Any inquiries or complaints with respect to your personal information may also be channeled to MII by submitting such request to MII via post, email (customercare@mii.org.my) or facsimile (03-2093 9287).

Applicant's declaration

I am deemed to have consented to MII to use, store, disclose and process my personal data for the Purpose mentioned above and agree to comply with and be subject to the jurisdiction of all rules and regulation of MII concerning the training courses.

Applicant's Signature : _____

Date : _____

Enquiries

For further information kindly contact: The Malaysian Insurance Institute (35445-H)
No 5, Jalan Sri Semantan Satu, 50490 Damansara Heights, Kuala Lumpur
www.insurance.com.my or contact: 03-2087 8882, Azean (ext 274 / azean@mii.org.my),
Ashraff (ext 275/ashraff.rasol@mii.org.my), Santhi (ext. 273 / sanathi@mii.org.my)