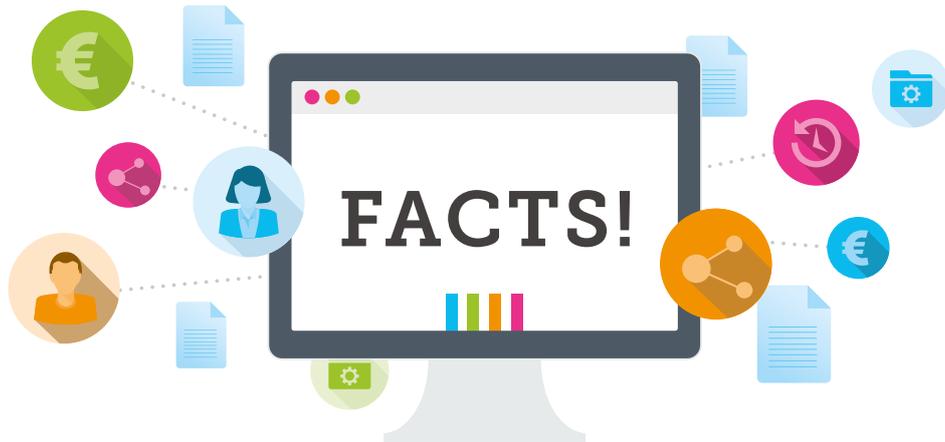


Investigations at SIU

The optimal registration tool for all fraud investigations



Integrated investigation solution for structured registration.

- ✓ Structured and confidential fact building for all flagged claims
- ✓ Instant-on and user friendly case management solution
- ✓ Direct links to external data sources to complete the picture
- ✓ Exchange fraud information with other branch organizations and insurers

Optimal case registration

It is the task of any fraud coordinator to lead an investigation as smoothly as possible. Information should therefore be easily available, shareable with colleagues and external parties. Also, informing the board on important decisions and perhaps even to have a case built as complete as possible to bring it to court.

And every case is unique. There are numerous contact moments, ranging from phone calls and email to a visit on location. All with various people involved in different sections of the case. Besides that, also financial consequences of every fraudulent case need to be recorded. To keep track of these all it is important that there is one central register from which everybody operates and can look for latest and real-time status information.

Investigations for SIU provides just that. Optimal case registration, completely suited to your situation.

Suits your situation

Because most organizations prefer their own way of working, the solution is designed to be standard where needed, and customizable where desired. This ensures it matches the way insurance products are set-up as well as the processes the insurer has in place. It comes with out-of-the-box flexibility in defining fields, choices and authorizations. And that all whilst being business owned, business managed yet IT controlled.

Case information is collected and registered centrally. That makes all authorized investigators have access to cases with the full audit trail and digital documents attached to them. And thanks to the real-time reporting features the insights become visually instantly. So, when colleagues leave, all information stays.

Structured records

When working on a case, all details on involved persons, companies, objects and goods must be recorded in a structural manner. Besides that, the costs, processors and events from every incident need to be easily recorded. The solution provides a flexible and efficient way to create, manage, search and control incident registers. Saving both the investigators and the organization a lot of time.

Connect external data sources

Enriching the available information with knowledge from external sources can be a time-consuming effort. Especially because the various sources have to be scanned manually. Investigations at SIU comes with a standard interface that provides the investigator with connections to numerous available external data sources. Especially when connected to Fraud Detection at Claims, it is possible to import the information that is gathered earlier on in the process.

Share cases with the FraudPool

Typically, fraudsters don't stop committing fraud after one attempt. They usually make repeated attempts until they are successful. And investigators will not always reveal what happened. Therefore, it is necessary to share the data. The FraudPool gives the insurer the functionality to share cases internally across multiple lines of business, as well as the ability to share sensitive information efficiently with other insurers.

About FRISS

FRISS has a 100% focus on automated fraud and risk detection for P&C insurance companies worldwide. The AI powered detection solutions for underwriting, claims and SIU help you to grow your business. FRISS detects fraud, mitigates risks and supports your digital transformation. You can lower your loss ratio, enable profitable portfolio growth and improve your customer experience.

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