

Insurance - Forensic Expertise in Commercial Crime Underwriting



This case study discusses an insurance underwriting environment that is making use of external expertise to assist in understanding risk

The same concept could be deployed in almost any environment that would benefit from the insight of external subject matter experts

The Challenge:

In the South African insurance context, commercial crime / employee fraud claims are reaching breaking point. As fraud claims pour in, appetite for this class of risk is dwindling or even disappearing.

A major insurer was looking for a technology driven solution to more accurately identify and analyse risk.

The Solution:

Using Digital Twins, incorporate the knowledge of domain experts into the underwriting process.

Background

As workplace dynamics evolve, accurately identifying the risk of employee dishonesty has become increasingly complex. New digital business channels, new systems and untested controls are all reshaping risk, changing patterns in perpetrator profiles, and modus operandi.

Specialist insurers recognise that underwriting techniques and tools need to adapt to keep pace with this rapidly evolving risk environment.

At the 'coal face', fraud investigators work to unravel these crimes. Through firsthand experience, investigators identify exactly how the fraudsters perpetrate these crimes, be it through control weaknesses, collusion or a combination of methodologies.

Their insights continually evolving as they gain new insights from each investigation. Over time investigators develop a deep and instinctual understanding and an ability to identify risks before they manifest.



FRISK

Fraud Risk Intelligent Survey Kit

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In collaboration with a team of forensic experts

Merlynn Intelligence

Technologies has created a next generation commercial crime underwriting tool which **provides insurers with real-time access to the insights of leading forensic experts** – direct access to the SME's thinking about your situation.

FRISK is an AI toolkit driven by digitised expertise, designed to bolster existing underwriting expertise.

FRISK enables **real-time access to a panel of forensic experts / investigators.**

FRISK is assisting insurers by:

- Identifying specific areas of vulnerability within the organisation / risk
- Risk rating each area of vulnerability, and
- Providing advice directly from the experts to you on risk mitigation **all in real-time.**