



Brexit, Presidential Impeachment Trials, our own SONA and upcoming 2020 Budget Speech, the Corona Virus, fires and floods... It has been a memorable 2020 and it is only February.



We also have some great events to look forward to including the Summer Olympics in Tokyo, a mission to Mars, a Total Eclipse, EURO 2020 and of course continued rapid paced fintech development. As The Insurance Crime Bureau team readies itself for the fresh decade, we have reviewed our three year strategic performance and can report that we are really pleased by the evolution that we have experienced over the last few years. The continued support from our board, stakeholders and our team which has resulted in this growth has been truly remarkable.

We have identified 10 strategic key objectives which includes expansion on our LPR network, further growth of our business footprint, a tech refresh and also looking at options as to how to better utilise industry data. You will see that through the implementation of these objectives we will continue to develop as the industry solution with regards to combatting fraud and the related crimes.

There are some really exciting key networking events coming up in March, including the annual conference and the executive breakfast. In addition the team is already involved in over a dozen training sessions including member companies, various branches of the insurance institutes as well as Law Enforcement and the NPA. It is clear that people are hungry for knowledge, and continue looking for better ways in which to combat crime as a community, which is very positive news.

As an organisation we have always understood that our people are our most important resources, and that their development is crucial to ensure our skills remain relevant in this fast paced environment. We are thus dedicating significant time and resources in developing our internal skills through learnerships, mentorship programs and also providing study assistance programs to ensure our team remains cutting edge.

I encourage you to find out more about what we are up to by reading our Annual Report, and also encourage your colleagues to register for our “News & Views” emails to keep up with the latest trends and *Modus Operandi*. Most importantly, communicate with us as a community combating crime together.

Finally there is a lot of potential in exploring possible benefits from international best practices, and to achieve this we will be assisting the industry in forming a chapter in South Africa for the “International Association of Special Investigation Units” (IASIU), as well as spending more time on the already established “Global Financial Crime Prevention Network” – already present in four countries, of which we are one of the founding members. The goal of these two concepts will be to continuously look for ways to improve our approach and mindset.

So to end by quoting what has already become a cliché - 2020 will be the year of plenty, and we request that you will continue to join as a community and assist us in combating insurance fraud and the resulting crimes that plague our society.

We look forward to hearing from you and wish all of our partners a **PROSPEROUS 2020**.

Garth de Klerk
The Insurance Crime Bureau - CEO