



“Certainly not in my lifetime has South Africa or even the World, experienced such vast challenges resulting in dramatic and rapid change and instability.”



Economic, political and social conditions are the worst they have been in decades, and these combined pressures are causing an increase in “desperate economic crime” including both physical as well as the more sophisticated fraud and cyber environments. In most commentaries I see words such as “unprecedented” and the “new norm”, along with phrases such as “continued work from home” and “changed forever” being thrown around as part of the COVID jargon that we have developed.

Looking at the broader environment in which we live and work, we can clearly see that there are organisations that have dramatically changed the way they think and operate to combat COVID. However, I am less convinced when I see occupancy levels in restaurants, pubs and other social gatherings, with no social distancing or masks and no real concern with regards to COVID spread that we have learnt a lesson as a society. We see resurgent infections in Europe and other regions being the result of this lack of controls and due care.

The Insurance Crime Bureau has become even more relevant due to this pandemic, as we look to expand and provide industry solutions for the increase in numbers of opportunistic fraudsters. Despite this increased need to respect the financial challenges in the insurance industry, we have implemented a conservative strategy for the 12 month period to 30th June 2021, and will be strategically focused on what we do best within our environment for our stakeholders. Operationally the last few months have been incredibly busy with fantastic results in both our Life

and Non-Life divisions, with some Members achieving consistent returns of over 1000 percent. Financially the organisation is strong and well-funded, looking to increase its impact through carefully implemented digital strategies. Keep an eye out for our detailed 2020 Annual Report due at the end of November 2020, which will give you a great overview of the organisations last financial year from July 2019 to end of June 2020, as well as information regarding our strategic focus points for the next few months.

It goes without saying that while we are looking for the most efficient ways to detect and mitigate risk regarding insurance fraud and the related crimes, we will only continue to be successful if we act as a community of likeminded stakeholders.

We look forward to safely interacting with you in order to mitigate your fraud risks, whether that be in the “new norm” or the old-fashioned ways, as long as we are all **#makingadifference!**

Garth de Klerk
The Insurance Crime Bureau - CEO