

# Anti-Fraud Training

## ■ About Anti-Fraud Training

- Risk Management
- Pro-active Claims Management
- Identifying Suspicious Claims
- Managing High Risk Claims
- Follow-up Investigations

The key to successful risk management and fraud prevention is training. A professionally trained claims person can quickly identify, challenge and refer suspect claims for immediate investigative action, which reduces potential liability and minimizes exposure.

Through Northwood & Associates' nationwide customized training courses, claims personnel, managers and investigators have come to realize the importance of recognizing the indicators of insurance fraud.

Northwood & Associates provides comprehensive training to claims departments, SIU, human resources and corporate relations personnel to help them identify critical claims "red flags" and prevent potential fraud. We assist claims departments to develop a strong culture of pro-active risk management.

Our qualified staff will add substantial value and knowledge through our training seminars that are specifically designed for each sector of the insurance market. From property and auto to personal injury, life and health claims investigations and workers' compensation, our definitive training packages are customized to suit every client's specific needs.

## ■ Training Topics

Northwood & Associates expert instructors train claims professionals on a wide variety of topics, including:

- Fraud Awareness
- Interviewing & Recorded Statements in an Insurance Environment
- Complex Property Theft Investigations
- Investigations of Residential & Commercial Fires
- Accident Investigation
- Accident Photography
- Claims Occurring in Foreign Countries

Content includes training your staff to interpret the claim, evaluate the evidence, understand the medical and rehabilitation processes, analyze the investigation and educate you both on how to manage the claim, from an investigative standpoint through to mediation and settlement.

## ■ Locations

We conduct training seminars at dedicated client locations.

## ■ Northwood & Associates

Northwood & Associates conducts both investigative inquiries and surveillance work on behalf of many of Canada's largest insurers, self-insured corporations and leading law firms.

Northwood & Associates has expanded its capabilities across Canada and provides a national platform for our service offerings. With this expansion, we are now better equipped to serve our clients' needs.

Northwood & Associates' technology solutions (such as CaseTrak, a web-based case management system) secured it the position as the pioneer of new and innovative fraud-fighting strategies to meet the changing needs of the insurance industry.

We have worldwide resources, streamlined workflows and provide our clients with the most comprehensive fraud-fighting technology and customer service system available in the market today.

Our clients have access to unparalleled industry knowledge, expert consulting and customized business models, all backed by extensive global investigative resources and logistics experience.

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