



DEFACTO



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Special points of interest:

- **ISD moves to Ring investigations!**
- **Who will investigate individual cases of fraud?**
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How Much is Insurance Fraud Costing You?

“The complexity of determining the cost of insurance fraud to the industry and our economy is compounded by the lack of industry wide cost-of-fraud data by line of business. However, we believe that insurance fraud may be costing nearly **\$120 billion a year** for property and life-health insurers combined and as such, should not be ignored by any company.” *

In one of the first studies conducted by the Canadian Coalition Against Insurance Fraud it was found that 43% of Canadians think insurance fraud is easy. Another 25% know someone who has done it. The Coalition estimates that insurance fraud in Canada makes up 10-15% of all property and casualty claims.

In the most recent Canadian

Coalition Against Insurance Fraud Study it was reported that at least 26% of all personal injury claims contained some elements of fraud.

TSI Solutions Inc. is a best practices and claims consulting company that is dedicated to combating insurance fraud. Through our Occupant Kinematics, Vehicle Theft & Fire, and Property Theft & Fire programs, insurers have realized a significant savings in their indemnity payouts. In fact, most see **savings of more than four times the costs incurred to attain the savings.**

Lee Thistle, the “grandfather” of the insurance SIU, leads TSI’s team of Certified Fraud Examiners, Certified Fire and Explosion Investigators and Level III and Level IV Acci-



TSI & Insurers... Partners in combating insurance fraud

dent Reconstructionists.

Please read further to learn more on how TSI can assist you in fighting fraud and reduce your indemnity payouts.

*The Quite Catastrophe, Conning Insurance Research, 1996 Report on Insurance Fraud in the US

Save 7 Times Your Fraud Detection Investment!!

TSI provided the expertise in **identifying and investigating auto theft cases** that enabled its client to attain these results.

The client asked TSI to investigate cases involving vehicles valued at in excess of \$375,000.

TSI determined that many of the cases were legitimate claims and should be paid on the most cost effective basis possible.

TSI clearly established misrepresentation on 5 claims.

The client denied these claims for **savings in excess of \$90,000.**

TSI was paid \$12,200 for its services on 25 cases.

The client saved in excess of seven times its fraud detection investment!!

Who is TSI?



Let the TSI Team Join Your Team to Fight Fraud

In 1999, Jim Jasper, Mark Edwards and Lee Thistle, leaders in Canada in the Property & Casualty and Life & Health insurance industries in the creation of best claims practices, fraud control and legal management programs, came together to form **TSI Solutions Inc.**

TSI will help private and public insurers implement solutions to improve overall performance and efficiency and in particular, reduce unnecessary claims loss and expense leakage.

One of our primary objectives is to strengthen fraud recognition and investigation programs of insurers.

We do this not only through providing claims investigation

support, but also through our various training programs and our new claims best practices tool, "**TSI Claims Scorecard 1000**". This tool objectively and systemically identifies and prioritizes improvement opportunities and benchmarks claims and management practices against outside standards.

Lee Thistle, C.O.O., is recognized as a pioneer and leader in fraud prevention and investigation in Canada, with more than 30 years' experience. He has established two effective SIU's at 2 major P&C carriers.

Mark Edwards, President, has 25 years experience in the Life & Health and P&C industry from the perspective of VP,

General Counsel & Corporate Secretary, VP Claims and Director. He is a change and performance management leader in best practices claims.

Jim Jasper, Chairman & Treasurer, has 35 years in the P&C industry in the US and Canada. He is a change management specialist with more than 125 General Management Consulting projects to the P&C industry.

Our team also includes CFEs, Certified Fire and Explosion Investigators and Level III and Level IV Accident Reconstructionists, all of whom have law enforcement backgrounds.



The Solution Implementer

10 Kingsbridge Garden Circle,
Ste. 704

Mississauga, Ontario

L5R 3K6

Ph: (905) 502-3480

Fx: (905) 502-3468

e-mail: qanda@tsisolutionsinc.com

PLEASE VISIT OUR WEBSITE
WWW.TSISOLUTIONSINC.COM
