



Results

What are the results of these services?

In 2020, we realized more than \$8.6 million in loss avoidance on claims investigated by our Investigative Services Unit.

\$8.6M

* Based on internal calculations. Results are not guaranteed, and every investigation is unique.

SUPERIOR FRAUD DETECTION AND PREVENTION



Individual focus. Collective strength.



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Investigative Services Unit



Specialties:

With billions of dollars lost each year to insurance fraud, our team of former law enforcement, safety and claims professionals partner with our claims team to investigate and expose potential fraud. The Investigative Services Unit (ISU) is committed to identifying, mitigating and eliminating fraudulent behavior. They also serve to protect AF Group against economic loss by conducting timely and quality investigations.

AF Group's ISU has several types of investigators with specific skill sets. This integrated team of experts allows for cross-functional investigations and allows for a unique and comprehensive perspective.

Utilizing the latest technology and analytics, the Investigative Services Unit works to uncover fact-based information and evidence to assist our claims team in evaluating claims and making appropriate decisions for paying what we owe on claims. The team conducts almost 5,000 investigations annually, which have resulted in a \$15 in claims loss avoidance for policyholders for every \$1 in investigation costs*.

When irregularities are uncovered, the ISU conducts a thorough investigation to discover additional facts. Investigations usually validate the irregular facts or discover plausible reasons why they exist. In some instances, investigations may result in a referral to law enforcement or a prosecuting attorney's office. In the rare instance of a criminal investigation (about 60 cases annually), ISU will work closely with law enforcement agencies to start the process for a criminal prosecution.

Investigative Analysts

AF Group's ISU has dedicated analysts who conduct detailed investigations covering a full scope of services. This may include the review of internal and external data, internet research and social media activity through various web tools.

Causation and Early Detection Program

AF Group has developed a proprietary "early detection" program that leverages data and analytics to identify certain types of injuries and claims that may be candidates for early investigation. Quick identification and analysis of these claims enables claims decisions sooner than traditional manual workflows. We have investigators who specialize in the examination of more serious work-related accidents. These investigators gather information through documentation, photographs, video and interviews that assists our claims department in making claims decisions and administering benefits. They also work with our Loss Control team to identify and fix problem areas within the business site to mitigate future risks.

Here's an example: During a causation investigation analysis of a slip and fall claim in a manufacturing plant, which was captured via CCTV surveillance, our investigators determined that some body parts that were claimed as injuries never impacted the floor or any other object. We were able to determine that this was a staged injury. Causation Investigation coupled with our traditional investigative services lead to a department of insurance recommendation for criminal prosecution.

Our causation investigations have resulted in loss avoidance of \$26 for every \$1 spent*.

Subrogation

Subrogation investigations focus on identifying product defects and failures that are determined as the root cause of injuries. The goal of the investigation is to uncover manufacturer or third-party responsibility, including faulty design, installation, alteration or poor maintenance of the product involved.

Field Investigations

Field investigations are utilized to provide our claims department with real-time results. The speed of certain investigations is critical for making timely and informed decisions. Examples of these include:

- Courthouse searches to obtain public, criminal and civil records
- Interviews of witnesses and injured workers
- Surveillance activity checks
- Alive-and-Well verifications to determine the status of injury recovery and assessment of daily activities
- Accident site investigations

*Performance through December 2020.