

NEWS RELEASE

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IFB Continues to Strengthen its Team

The Insurance Fraud Bureau (IFB) today welcomes three new members to its team. Katie Hill joins as an Intelligence Researcher, Chris Hamley as a Fraud Analyst and Rosemary Wheeler as the Customer Relationship Manager.

Katie graduated from Nottingham Trent University with a Degree in Criminology and has spent the last three years working in Lloyds Banking Group as a Technical Claims Advisor where she was responsible for identifying and investigating all types of suspect home insurance claims. Her duties also included training other staff and liaising with a variety of internal and external stakeholders. Katie joins the IFB to further strengthen the Intelligence Team and will be very well placed to assist identify and investigate home insurance frauds.

Chris worked for the last six years in the Talk Talk Group, where he was a Fraud Analyst Team Leader. Chris assisted in creating the Fraud Team in Talk Talk and has considerable experience in analysing large datasets to identify trends and patterns. In addition, Chris played a key role in designing and implementing the business processes and controls within the analytics team. On a day to day basis Chris will be responsible, along with the existing IFB analysts, led by Natalie Ball, recently appointed Lead Analyst, for identifying and developing high fraud risk networks and supporting IFB customers identify and disrupt organised insurance fraud.

Rosemary will take up the newly created role of Customer Relationship Manager, joining the IFB after 7 years with BUPA, where her last role was Sales & Service Operations Manager. Rosemary's role with BUPA required her to manage stakeholders at all levels, to research the customer journey and develop new products and services to help improve the customer experience. Her focus with the IFB will be on the creation of a customer relationship management model, to ensure the IFB provides and maintains optimum counter-fraud services to each of its insurer and non-insurer customers.

Glen Marr, IFB Director, comments:

“The IFB has and this continues, been focused on strengthening and enhancing its core capability to disrupt organised insurance fraud, and Katie, Chris and Rosemary with the valuable knowledge, experience and expertise they bring, will each play an important part in the team”.

“It is essential that the IFB has the ability to not only understand its customer's needs, but also to have the diversity of knowledge, experience and expertise within the team to then be able to deliver”.

Marr concludes: “On behalf of the IFB I am pleased to welcome Katie, Chris and Rosemary to the team.”

ENDS

Notes to Editors:

The Insurance Fraud Bureau (IFB)

The Insurance Fraud Bureau (IFB) launched on July 26th 2006 and has been formed to provide a cost effective, tactical solution for the detection and prevention of organised, cross industry fraud, supporting the wider Association of British Insurers industry fraud strategy. The IFB leads or co-ordinates the industry response to the identification of criminal fraud networks and works closely with the Police and law enforcement agencies. www.insurancefraudbureau.org, www.twitter.com/theifb

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