

News Release

1 November 2011

Industry Fraud Cheatline Number Changing to 0800 422 0421

The insurance industry Cheatline Freephone telephone facility, managed by the Insurance Fraud Bureau (IFB), is to change. The new number is 0800 422 0421 and will be live from today, 1 November 2011.

Cheatline is a free and confidential service for members of the public to report suspicions or knowledge concerning any form of insurance fraud. In managing Cheatline, the IFB works closely with its industry partners to action Cheatline reports, sharing intelligence received with insurers, Police and regulators, for fraud prevention purposes. For the year to date, the IFB have received in excess of 2800 reports through Cheatline, and on average over 300 new reports are received by the IFB each month.

The current and original Cheatline number; 0800 328 2550 will continue to operate alongside the new number until 31 March 2012 via a divert facility to the new number. However, the IFB is advising all callers contacting the Cheatline is to start using the new number with immediate effect.

The number change is necessary to improve operational efficiency, consolidate the recent move of the Cheatline facility to a dedicated call centre with extended service hours, and is aligned to the move of the IFB into new premises in 2012.

The IFB is communicating with all partners including customers, stakeholders and the media to provide notice of the change to the Cheatline number. New Cheatline logo 'button' graphics are being provided to all partners to replace references on websites or all written collateral. 'Buttons' are also available by request from info@insurancefraudbureau.org. This is to help all references to Cheatline in the public domain to be updated in time for the switchover date in March 2012.

There will be no change to the on-line Cheatline reporting facility accessible on the IFB website:

<https://www.insurancefraudbureau.org/report>

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Glen Marr, Director, IFB comments: "Cheatline is an invaluable source of intelligence for the industry in the battle to protect genuine consumers from fraud. It is the central industry platform for such reports to be made by the public and we have and continue to invest in resource to optimise reports being received from the Cheatline. Public appetite to report information on insurance fraud continues to grow; the IFB has seen a 34% increase in reports to Cheatline for the year 2011 to date, compared to 2010. Consolidating the infrastructure around the Cheatline, which has necessitated this number change, ensures a robust service for both consumers and the industry."

-ENDS

Editors Notes:

About the IFB:

The IFB launched on July 26 2006 and was 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 twitter.com/theifb

The IFB currently has 31 active joint Police operations spread across 17 Police forces, with the combined value of the fraud involved being approximately £59.5 million. Since its formation in July 2006, the IFB has been instrumental in helping the Police make over 543 arrests of people concerned with organised insurance fraud, resulting in 150 convictions and terms of imprisonment handed down by courts for finalised criminal prosecutions of 136 years. Additionally, proceedings are taking place to liquidate the assets of criminals who have been defrauding insurers.

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