



Fraud management in microinsurance

November 2016

Microinsurance Conference



**Munich Re
Foundation**
From Knowledge
to Action



Women's World Banking

Problem statement of fraud

20

Try

60

Perhaps

20

Never



How much can we catch?

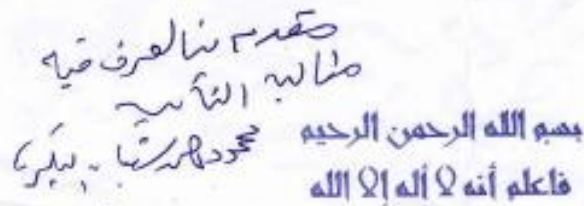
How much does it really save?

What will it cost?

Reality

Reality check

Check



مستشفى هليوبليس
HILUBLIS-HOSPITAL

التاريخ: ٢٠١٦/١٢/١٦



شهادة طبية

بتوقيع الكشف الطبي على المريض المذكور
تبين أنه يعاني من : انزيم حفر في الفقرة
الطامة وارتفاع نسبة بروتينها و
السرطان في الكبد وارتفاع نسبة بروتينها
وظل يعالج بمعرفتنا وكان ملازماً للفراش خلال

المدة من ١٥ / ٢ / ١٦ حتى ١٦ / ٢ / ٢٠١٦

وقد أجريت له الأبحاث والتحليلات الطبية :

وهذه شهادة مني بذلك

الطبيب المعالج

توقیع

٢٢ ش الميرغنى - مصر الجديدة

- Looks genuine is not enough
- Fraudsters are tech savvy
- Complete fake is possible
- Fraudsters try small (5 days)
- Flaw: address does not exist

Implications:

Use local knowledge
Check with hospitals – create
white list



Learnings:

Opportunity makes a thief

Case may not feel "wrong" for client (did incur expenses)

Flaw: IM doesn't require stay

Implications:

Define quality standards for claim documents

Decentralise low value controls

Centralise high value controls

Build expertise

Messages to clients

NO 30014

THE GREAT LAKES REHABILITATION CENTER
SIMBA GENERAL CLINIC
KABALAGALA, KISIMENTI P.O.Box 71830
Tel: 0772 408802 E-Mail wrfug@yahoo.com Clock Tower, K'la

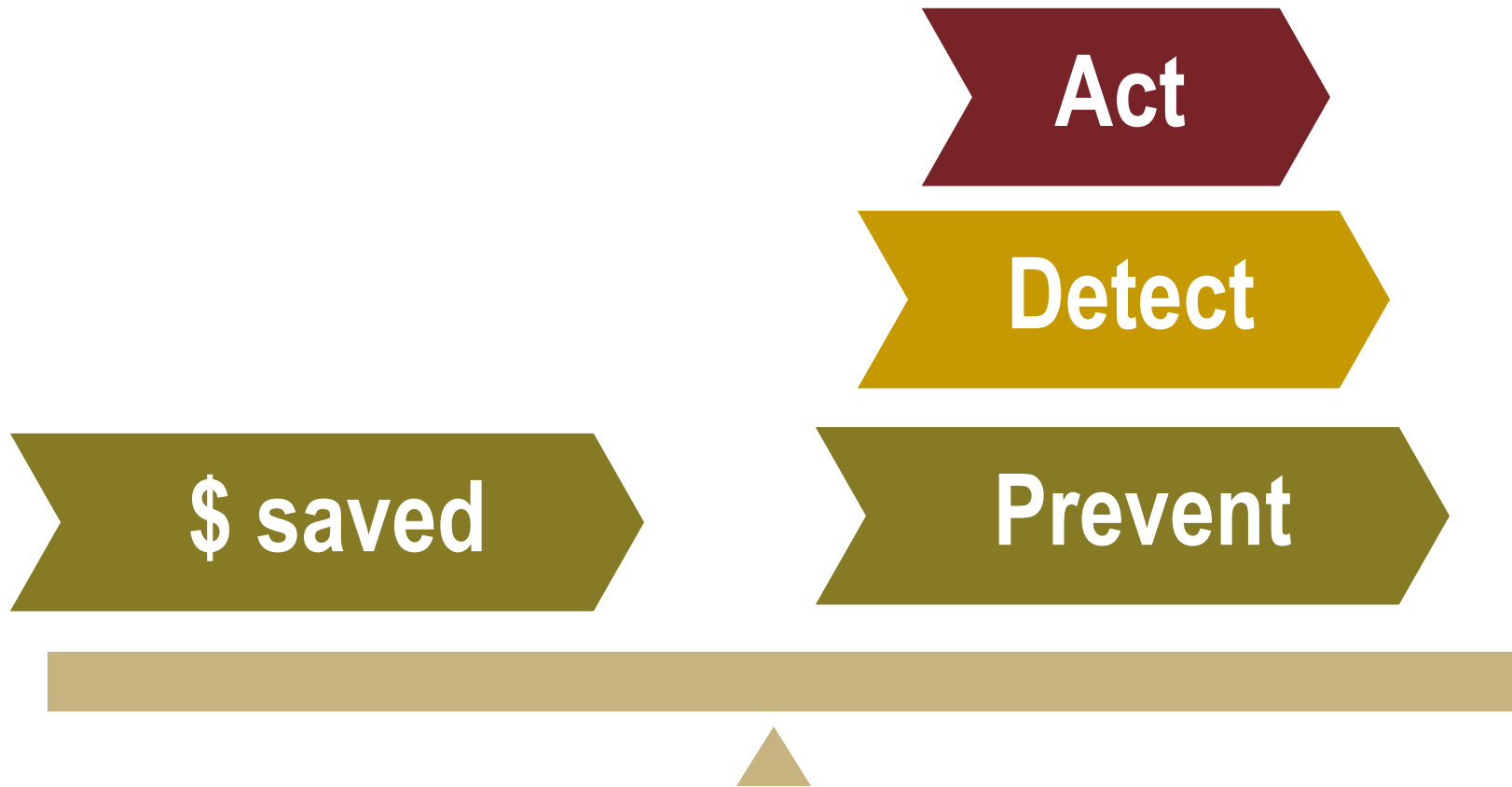
Name..... Age 32 Wt.....
Address..... NSAMBA..... Sex..... F

Date	Diagnosis & Treatment
20/7/16	9. Pl. / 12 lab. / 5.
	Pl. 4. / 4
	1. 0
	BP 110/6
	1. Gf dau 100p 62 7/2
	2. Sci 12/1 100 62 7/2
	3. Pl. 160 107
	1m Gf dau 20 21 22
	23/7/16

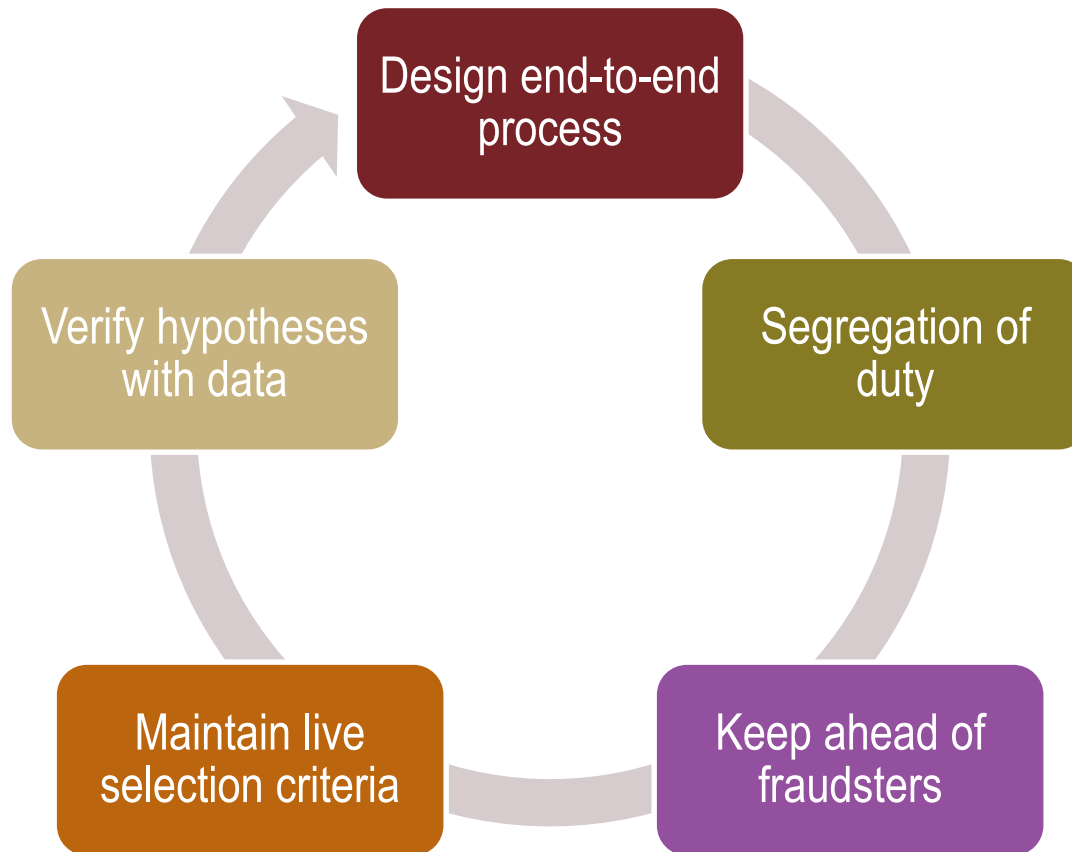
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Why is the balance so tricky to handle?



Virtuous circle of Fraud management



Our Insurance Vision



With micro-insurance, low-income women can mitigate financial distress caused by unexpected events affecting their family's health. It can protect the first layer of assets they have created as they move out of poverty.



We believe that Insurance products can be designed in a way that creates meaningful value to clients and sustainable solutions to insurers.

With the support of



and  **SCBF**



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