



**MJM**

STRENGTHENING THE VALUE OF INSURANCE®

# Anti-Fraud Training

- Risk Management
- Pro-active Claims Management
- Identifying Suspicious Claims
- Managing High Risk Claims
- Follow-up Investigations

The key to successful risk management and fraud prevention is training. A professionally trained claims person can quickly identify, challenge and refer suspect claims for immediate investigative action and reduce potential liability and minimise exposure.

Through MJM's nationwide customised training courses, thousands of claims personnel, managers and investigators have come to realise the importance of recognising the indicators of insurance fraud.

MJM provides comprehensive training to claims departments, SIU, human resources and corporate relations personnel to help them identify critical claims "red flags" and prevent potential fraud. We assist claims departments to develop a strong culture of pro-active risk management.

Our qualified staff will add substantial value and knowledge through our training seminars that are specifically designed for each sector of the insurance market. From property and motor vehicle to personal injury, workers compensation and life claims investigations, our definitive training packages are customised to suit every clients' specific needs.

## ■ Training Topics

MJM's expert instructors train claims professionals on a wide variety of topics including:

- Surveillance & The Law,
- Fraud Awareness,
- Interviewing & Recorded Statements in an Insurance Environment,
- Complex Property Theft Investigations,
- Investigations of Residential and Commercial Fires,
- Accident Investigation,
- Accident Photography and
- Claims occurring in foreign countries

Content includes training your staff to interpret the claim, evaluate the evidence, understand the medical and rehabilitation processes, analyse the interrogatories and educate you both on how to manage the claim, from an investigative standpoint through to mediation and settlement.

## ■ Locations

We conduct training seminars in our Sydney and Brisbane offices or deliver in-house packages at dedicated client locations.

## ■ MJM Corporate Profile

Founded in 1988, MJM is a world-class leader in providing an extensive range of investigative products and services to Insurers, Self-insured Corporations, Third Party Administrators and many of the nation's pre-eminent law firms. MJM focuses on delivering true value to its clients so that, collectively, there is an immediate advantage for all stakeholders.

The intrinsic value of MJM is in the range of customised business models and carefully designed programs that it offers each and every client. These models and programs utilise MJM's proprietary software programs, CaseTrak® and Viper21®.

As a client of MJM you will have access to quality, national and international field investigations, comprehensive SIU programs, strategic anti-fraud planning, innovative educational courses, extensive web based case management and a range of professional consulting services unmatched in the market today.

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