

Fraud: Identify It. Report It. Help Stop It.

June 08, 2016

Fraud is not a victimless crime. Each year, billions of dollars are lost to insurance fraud. According to the Coalition Against Insurance Fraud, insurance fraud costs Americans at least \$80 billion a year, nearly \$950 per family.

To battle fraudulent claims that hurt policyholders who must shoulder the burden of higher rates, Citizens has created a public education campaign called *Fraud: Identify It. Report It. Help Stop It.* to increase awareness of the costs of insurance fraud and the ways to prevent it.

Fraud's Red Flag Indicators

Agents play an important role in preventing insurance fraud, both in their agency and with their customers. To assist agents in identifying possible fraud indicators, Citizens has created a new resource, for agents and agency principals, called *Fraud: Red Flag Indicators*. Four red flag indicators are:

- Your customer is evasive in answering questions about the use of their home and/or prior losses.
- The four-point inspection report provided by your customer conflicts with other known facts about the property.
- Your agency employee has a larger number of complaints from policyholders concerning payments, when compared to their peers.
- Inspection forms have inconsistent dates and signatures, which could be an indicator of the document forgery or falsification.

For more indicators, see [Fraud: Red Flags Indicators](#), located:

- Under the Agent Resources section on the *Call Citizens First* page of the *Agents* site
 - Under the *General* section on the *Training* page
 - In Knowledge Base Answer ID 3250
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Notes

- Users must be logged into the *Agents* site to access this document.
- Per Florida Statutes 817.234:

Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

- As a government entity, Citizens has a responsibility to our policyholders, agents, employees and all Floridians to fight insurance fraud. In an effort to prevent fraud Citizens:
 - Dedicates resources to identify, detect and act on fraud
 - Actively educates agents and staff in identifying and reporting fraud
 - Educates policyholders about how to avoid being victimized by fraud
 - Works with law enforcement and the Florida Department of Financial Services in their efforts to fight fraud

Report Fraud

If you are aware of property insurance fraud involving a Citizens policy or claim, submit a report online through the *Report Suspected Fraud* topic on our *Contact Us* page, or contact Citizens' Special Investigations Unit toll-free at 855.748.8596.

Resources

For more information, refer to:

- The [Insurance Fraud](#) section of our website
- The [Fraud Awareness](#) training module on the *Agents* site

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