



# LATIFPA Conference 2016

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# Southwest Region



## Southwest Region

320 Decker Drive, Suite 100  
Irving, TX 75062

### **Territory:**

Arkansas, Louisiana, New Mexico, Oklahoma, Texas

### **Director of Operations:**

Fred Lohmann, 888-241-8127 toll free, 972-739-6047 direct,  
[flohmann@nicb.org](mailto:flohmann@nicb.org)

### **Administrative Assistant:**

Wendy Provazek, 888-241-8127 toll free, 972-739-6026 local,  
[wprovazek@nicb.org](mailto:wprovazek@nicb.org)

# NICB Regions



## Foreign Operations

Located in Chula Vista, CA; responsible for repatriation of stolen vehicles from all countries outside the U.S. border.

**MIDWEST** | Chicago, IL  
Charlie Worsham  
gworsham@nicb.org

**NORTHWEST** | Seattle, WA  
Dana MacDonald  
dmacdonald@nicb.org

**SOUTHWEST** | Dallas, TX  
Fred Lohmann  
flohmann@nicb.org

**SOUTHEAST** | Tampa, FL  
Dennia Russo  
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**MID-ATLANTIC** | Washington, DC  
Gary Healy  
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**NORTHEAST** | New York, NY  
Kevin Gallagher  
kgallagher@nicb.org

**WEST** | Los Angeles, CA  
Bob Jones  
bjones@nicb.org  
Ralph Lumpkin  
rlumpkin@nicb.org

**FOREIGN OPERATIONS** | Chula Vista, CA  
Ralph Lumpkin  
rlumpkin@nicb.org

**NICB HEADQUARTERS** | Chicago, IL  
James Schweitzer  
Senior Vice President & Chief Operating Officer  
jschweitzer@nicb.org

Mary Aftanas-Baumann  
Director of Property,  
Casualty and Commercial Operations  
maftanas@nicb.org

Ivan Blackman  
Director of Vehicle Operations  
iblackman@nicb.org

Brian Smidt  
Vice President, Data Analytics  
bsmidt@nicb.org

# Louisiana Special Agents



## Southwest Region

320 Decker Drive, Suite 100  
Irving, TX 75062

### Special Agent Allen Applewhite

Office: 601-542-0228

Mobile: 601-341-5875

[gapplewhite@nicb.org](mailto:gapplewhite@nicb.org)

### Special Agent Ted Raley

Mobile: 318-331-1044

[traley@nicb.org](mailto:traley@nicb.org)

# History of NICB



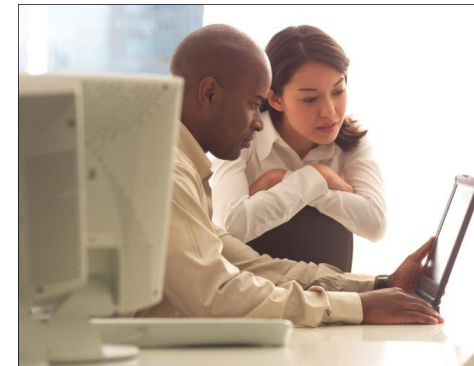
**Lead a united effort of insurers, law enforcement agencies and representatives of the public to prevent and combat insurance fraud and crime through data analytics, investigations, training, legislative advocacy and public awareness.**

# NICB Disciplines

- Investigations
- Data Analytics
- Training
- Legislative Advocacy
- Public Awareness

# Questionable Claims

- Insurance professional identifies questionable claims
- Makes NICB aware of the claim
- Provides multiple benefits





# NICB Questionable Claims

- Single, most important tool in identifying fraudulent claims
- Allows cross referencing on single claims
- Builds intelligence, to identify patterns and trends
- Used to initiate major cases
- Used to increase public awareness regarding insurance fraud and vehicle crimes

# Vehicle Theft Reporting

- Proper reporting to ISO ClaimSearch results in timely notification of recovery from NICB
- Must be reported as a theft and include a VIN/PIN/HIN
- Provides prior history that a vehicle was stolen
- NCIC theft/recovery, vehicle impounds and NICB activity generate vehicle recovery notices to our members

- NICB Information Sources
  - Shipping and Assembly
  - NCIC/CPIC Mirror Image
  - Vehicle Exports
  - License Plate Reader File
  - Vehicle Impounds

- NICB Information Sources (cont.)
  - Questionable Claim Referrals
  - Manufacturer Key Code Transaction Data
  - Rental Fleet Inventory
  - Boat/Vessel File
  - NICB Case and *ForeWARN*<sup>SM</sup> Alert Indicator

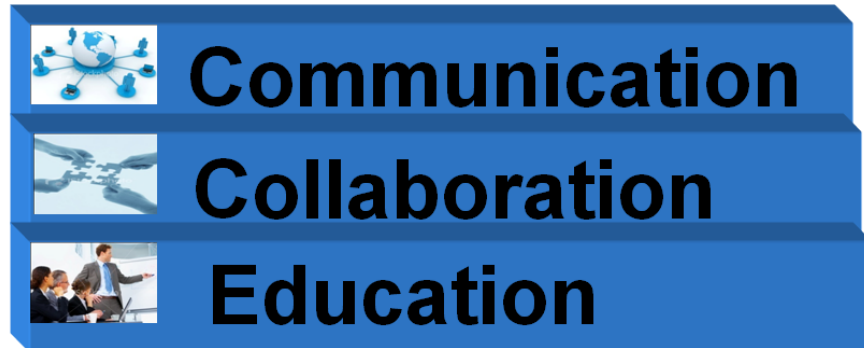
# Available to Members Only

- Prosecutions and Administrative Actions
- NICB Vehicle Interest Records
- Hot Line Referrals
- Referral Reasons

- Investigative Solutions
  - Multi-claim, multi-carrier investigations of major organized criminal activity in concert with our members and law enforcement
  - Repatriation of stolen vehicles
  - Industry liaison to law enforcement
  - Major Medical Fraud Task Forces
  - A staff of special agents strategically located throughout the U.S.

# Investigative Solutions Targeting

- Organized Groups and Rings
  - Medical Fraud
  - Commercial Fraud
  - Vehicle Crimes



# Investigative Resources

- Special Agents
- Investigative Assistants 24/7
- Hot Line
  - 1-800-TEL-NICB
  - Text Keyword “Fraud” to TIP411
  - Via [www.nicb.org](http://www.nicb.org)
  - Tip app (iPhone, iPad, iPod touch compatible)





# Analytical Tools

- NICap (SAS, Memex Technology)
- NetMap for NICB
- SQL Database
- Analyst Notebook
- SPSS
- GeoTime
- ArcView
- Tableau
- Google Earth



# Legislative Advocacy

- Federal and state legislative issues
- National and state trade groups
- Anti-fraud organizations
- Insurance fraud and theft summits
- Fraud Bureau Reporting Program



## ISO ClaimSearch



The information system for claims professionals

Email or User ID

Password

[Forgot your password?](#)

By logging into ISO ClaimSearch, I agree to comply with the [Terms of Use](#).

Login

Questions? [Click Here](#) for more information.

# ISO ClaimSearch



ISO ClaimSearch

Claims Inquiry

Home | Claims Reporting | **Claims Inquiry** | VINassist | NICB Submission | NICB Applications | Decision Net | OFAC | Account Management | Dashboards | NICB SVIN

Log Out

Search **Two Party** Recent Searches Search Alert

[Learn More](#)

Reference Claim Number:   Private Search  Show Details

## Name / Address

Name   
Address   
City   
State   
Zip Range  To   
Role   
DOB   
Name Type

## Other

Claim Number   
ISO File Number   
OCA

## Partial VIN

Partial VIN   
Make  Year

## Identification

SSN   
Tax ID   
Drivers License   
Drivers License State   
Phone   
Prof. Med. License   
VIN   
License Plate   
License Plate State

## Filter By

Date Range  To   
Type of Loss

## Component

Component ID   
Component Type   
Component Sub-Type

Clear **Search**

## Joint Catastrophe Response Team Deadly Tornadoes Ellis, Dallas and Collin Counties

# December 26, 2015 F3 Tornado





# December 26, 2015 F3 Tornado





# The Team, Our Mission and Goals



- The Team is a collaborative effort between the Texas Department of Insurance (TDI), Criminal Fraud Investigators and Special Agents with the National Insurance Crime Bureau (NICB)
- Our Mission – Aid the communities, City officials, Insurance Companies and Law Enforcement by offering suggestions to lessen the likelihood of contractor related fraud.
- Our Goal is to:
  - Advise local authorities of the availability of Public Service Announcements (PSA) that can be ran in the damage zones to warn citizens of contractor fraud and abuse.
  - Serve as intermediaries between the insurance industry catastrophe teams and local law enforcement, fire service, and emergency management authorities
  - Share storm aftermath mitigation procedures and information with local authorities
  - Serve as a joint proactive anti-fraud unit to protect the residents of the impacted communities
  - Offer prosecutorial assistance for contractor and insurance fraud

# The Team, Our Mission and Goals



- Just one week before the tornados hit three North Texas Counties the Team met for the first time to attend training on roofing best practices. Roofing 101 for criminal investigators. Property adjusters from the insurance industry, and one of your members instructed at the class. We spent two days learning what it takes to build a roof correctly. The Plan, was to ramp up over the next couple months, order catastrophe brochures, establish our mission parameters and objectives, and prepare PSA (public service announcement) narratives and educational PowerPoints.
- WELL...



# December 2015 Catastrophe Response



# December 2015 Catastrophe Response



# Our Response – Prior to the ramp up a trial by fire

- TDI Associate Commissioner, Chris Davis and NICB Director, Fred Lohmann activated the team on Wednesday, December 30, 2015
- Public service announcements (PSA) were requested from NICB HQ
- Catastrophe brochures were ordered for immediate delivery (over the holidays) for the insurance industry catastrophe teams and civil authorities.
- Initially we met with anyone that had time to talk to us. To our surprise Law Enforcement (a good place for us to start) was very receptive. We were introduced to emergency management teams and city officials.
- We explained what we knew worked in aftermath of other storms. We found that all of the communities were very well prepared for the catastrophe, but had not fully planned for the potential fraud that would, and does follow damaging storms. The second victimization of the storm victims.



# December 2015 Catastrophe Response



# December 2015 DFW Storm





# December 2015 DFW Storm





# Questions???

October 12, 2016