

AGENDA

2017 CASIU FRAUD CONFERENCE

Tuesday, September 19, 2017 - BMO Institute for Learning, 3550 Pharmacy Avenue. Toronto, Ontario M1W 3Z3

7:45 am to 8:30 am – Registration | Trade Show | Breakfast

8:30 am to 8:45 am – Welcome Message

8:45 am to 10:00 am – **SPEAKERS:** KERRY G. WATKINS



TITLE: Strategic Use of Evidence

TOPIC: There are recent scientific developments in this field which is called the Strategic Use of Evidence and the Cognitive Load theory of deception. By disclosing evidence to a suspect strategically during an interview, that is, later in the interview, and from the weakest evidence to the strongest (as opposed to how most

investigators do it, i.e., all at once, early in the interview), it imposes a higher “cognitive load” on an interviewee (that is, makes it more mentally demanding to keep track of various aspects of their story, if what they are telling the interviewer is not true), resulting in the production a significantly greater amount of within-statement, and statement-evidence inconsistencies, which an investigator can use to assess the credibility of the interviewee’s account. Research indicates that using this approach results in people who are lying generating significantly more inconsistencies in their accounts than people who are telling the truth.

BIO: Kerry G. Watkins

Kerry G. Watkins has worked for the Toronto Police Service for the past 28 years. He has spent the majority of his career in specialized units where he has investigated a wide range of matters including police corruption, corporate fraud and homicide. He has served as a witness in numerous criminal trials, and has received awards for investigative excellence. Kerry currently works at the Toronto Police College where he specializes in investigative training; in particular, investigative interviewing, an area in which he has extensive experience and is a recognized subject matter expert. He is principal author of the widely used texts *Interviewing and Investigation* (2nd Ed.) (2011); and *Evidence and Investigation: From the Crime Scene to the Courtroom* (2013) published by Emond. Kerry has also written about interviewing issues in law enforcement magazines, and in legal and academic journals and books.

Kerry holds a Bachelor’s degree in psychology and criminology, and a Master’s degree in criminology both from the University of Toronto; and a Master of Laws degree (Criminal law & procedure) from Osgoode Hall Law School. He frequently serves as a panelist in continuing education events for investigative and legal professionals, including: defense counsel, crown attorneys, judges, police officers, and government and private sector investigators. Kerry believes in the need to integrate the results of scientific research into investigative practice; and is a strong proponent of continuing education for investigative professionals. Kerry brings a unique combination of practical experience, and academic rigour to the teaching of investigative interviewing which ensures that students receive both theoretical and practical value from their training.

10:00 am to 10:15 am – Break and Trade Show

10:15 am to 11:45 am – MICHAEL JENKINS and BRETT CAMPBELL

SPEAKERS: MICHAEL JENKINS

TITLE: Trends and Technology in Fraudulent Claim Investigations

TOPIC: Michael will provide a discussion on the state of fraudulent claim investigations. Through the presentation of various examples and case studies, he will identify the latest trends in fraudulent claims, and provide attendees with the tools necessary to detect these claims early. Michael will also discuss the newest in-vehicle technology, including an update on Event Data Recorders (‘Black Boxes’) and how this information can be used to build a strong defense.



BIO: Michael Jenkins

Michael brings over 17 years of automotive safety engineering experience, including 12 years of forensic engineering experience. He has been involved in over 700 collision investigations for both insurance and legal clients in Civil and Criminal matters. Michael is a licensed Professional Engineer, a member

of the Canadian Association of Technical Accident Investigators and Reconstructionists (CATAIR) and an associate member of the CASIU. He has been qualified to give expert evidence in the field of Accident Reconstruction in the Superior Court of Justice and the Ontario Court of Justice for both Civil and Criminal matters and before the Financial Services Commission of Ontario (FSCO). He has also been qualified to give expert evidence in the fields of Black Box Technology and Automotive Mechanical Fitness in the Ontario Court of Justice.

SPEAKERS: BRETT CAMPBELL

TITLE: Injury Biomechanics: A look at injury risks and red flags in collisions

TOPIC: What are the chances of an occupant sustaining a specific injury? Or multiple injuries? Is it possible that the injury reported was pre-existing? Is it likely that multiple occupants sustained multiple injuries? Injury biomechanics provides a natural complement to collision reconstruction and helps fill in the gaps between what happens to the vehicle and what happens to the occupants. The examples and case studies used in this presentation will address the indicators of low collision severity and injury red flags to provide you with some of the knowledge needed to detect potentially fraudulent injury claims.

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Exhibitors

20/20 Information Inc.
<http://www.20-20information.com/>

-30- Forensic Engineering
<https://www.30fe.com/>

Accident Support Services International Ltd.
<http://www.accsupport.com>

AFIMAC Canada
<http://afimacglobal.com/>

Arcon Forensic Engineers
<http://www.arconforensics.com>

Centric Investigation Services Inc.
<http://www.centricinvestigation.ca>

CEP-Sintra
<http://expcep.com>

Impact Forensics Inc.
<http://impactforensics.ca>

Intrepid Investigations
<https://intrepid.ca/>

Investigative Risk Management
<http://www.theirmsolution.com>

Jenish Forensic Engineering
<http://www.jenish.ca>

Kodsi Forensic Engineering
<http://www.kodsiengineering.com>

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BIO: Brett Campbell

Brett Campbell investigates the factors influencing automotive collisions and biomechanics of human injury, with expertise in collision reconstruction, occupant kinematics, injury causation, as well as injury risk and tolerance. His work also includes the analysis of injury preventing and mitigating effects of seatbelts, airbag deployment, and helmets. Brett is a mechanical engineer with a master's degree in biomechanical engineering from the University of Waterloo. His master's research was sponsored by and conducted in partnership with General Motors and was focused on the development of a model used to investigate occupant injury in side impact crash scenarios. Brett has worked with many of Canada's largest insurers as well as Ontario's top law firms on cases in the Ontario Superior Court of Justice. He has consistently provided the insurance and legal communities with professional expert opinion founded on physical evidence, engineering principles, and scientific research.

11:45 am to 12:00 pm – Announcements

12:00 pm to 1:00 pm – Lunch and Trade Show

1:00 pm to 1:30 pm – Lunch Speaker and Awards

SPEAKERS: ANNA PARKOSZ

TITLE: Arson By Water?

TOPIC: Are fraudulent water damage claims the new twist on traditional arson or burglary scams? Unbelievably enough, some people intentionally flood their homes for profit. Learn how to identify, investigate and mitigate a potentially fraudulent water loss. Join Anna Parkosz, Investigator, Insurance Bureau of Canada, as she shares information on the workings of insurance fraudsters.



BIO: Anna Parkosz

With over 20 years in the property and casualty insurance industry, Anna Parkosz, has led complex investigations into staged collisions, suspect billing practices by rehabilitation clinics and more recently, property losses. She has submitted cases to multiple law enforcement agencies, Revenue Canada, The Law Society and various regulatory colleges. An accomplished public speaker, she has developed and delivered presentations on insurance crime, witness testimony and court case preparation.

Anna holds a bachelor's degree in criminology and sociology from University of Toronto.

1:30 pm to 2:30 pm – **SPEAKER:** J. MICHAEL SKIBA, MBA, PHD.

TITLE: The Psychology of Fraud: Integrating Criminological Theory into Counter Fraud Efforts

TOPIC: Understanding what motivates criminals is the basis of criminological theory, and applying these proven theories in insurance fraud will assist with developing highly effective counter fraud strategies. This session will discuss the main components of criminological theory and The Fraud Triangle and how they can be specifically applied in a fraud setting. Time permitting, this session will also include a "hands on" vulnerability workshop where the participants will analyze their own companies counter fraud programs and assess for effectiveness; incorporating these newly learned criminological theories. Attend if you dare to get into the mind of a fraudster.



BIO: J. MICHAEL SKIBA, MBA, PHD.

Dr. Skiba (known as Dr. Fraud) has worked in the insurance fraud industry for 22 years in various claims, special investigations, and leadership roles for Allstate and Interboro Insurance. He is currently Vice President of International Counter Fraud Strategies at INFORM, an international fraud solutions company, where he oversees global counter fraud projects. He has also been a university professor for 12 years and is currently Program Chair of Fraud Management at Colorado State University Global Campus. He is an international speaker and consultant and frequent researcher/publisher on the topic of insurance fraud. He holds an MBA and a PhD with a concentration on economic crime and insurance fraud. He publishes a monthly column "Ask Dr. Fraud" in the IASIU (International Association of Special Investigations Unit) magazine. He is also an instructor for the ATF (U.S. Bureau of Alcohol, Tobacco, Firearms, and Explosives) and a member of the Academic Council of the United Nations System.

2:30 pm to 2:45 pm – Break and Trade Show

2:45 pm to 3:45 pm – **SPEAKERS:** IAN H. GOLD

TITLE: Where's The Fire.....Investigation?

TOPIC: Fire investigation decisions must be made immediately upon learning of the fire. A failure to act quickly may result in the inability to determine the cause of a fire, and may impact your ability to pursue recovery from the party or parties that bear responsibility for the fire. Ian Gold will discuss the issues that must be considered and the steps that should be taken when investigating a fire loss. This will include the preservation of evidence, retainer of experts and subrogation considerations.



BIO: Ian H. Gold

Ian is a skillful civil and commercial litigator having extensive trial experience with judges and juries. His practice spans all fields, but emphasizes complex insurance litigation. Ian is also counsel to a number of insurance companies, including some of Canada's largest insurers. He has litigated insurance coverage and bad faith claims, and has defended a wide variety of claims, including motor vehicle accidents, fire losses, construction negligence, product liability, occupiers' liability, municipal liability, slip and fall liability, libel and slander claims, and social host liability. Ian also regularly defends professional liability claims involving architects, engineers and other design professionals. In insurance coverage cases, Ian has acted for policyholders when they have been denied coverage under their insurance policy or when they are trying to compel an insurer to make a decision in their favour. He has successfully assisted corporate and personal policyholders in maximizing their insurance coverage for a wide variety of claims.

3:45 pm to 4:00 pm – Break and Draws

4:30 pm – COFFEE AND COCKTAIL RECEPTION Sponsored by:



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