

# AGENDA

## 2018 CASIU FRAUD CONFERENCE

Tuesday, September 18, 2018 - BMO Institute for Learning, 3550 Pharmacy Avenue. Toronto, Ontario M1W 3Z3

**7:30 am to 8:20 am** – Registration | Trade Show | Breakfast

**8:20 am to 8:30 am** – Welcome Message

**8:30 am to 9:30 am** – **SPEAKER:** WARREN BLUMER

**TITLE:** Open Source – Using the Internet & Social Networks in Investigations

**TOPIC:** This 60 minute presentation will highlight some of the tools and techniques for using publicly available sources to collect investigative or intelligence based information. The Internet offers a vast global database of highly personal information. More than ever people are sharing biographical details about their lifestyle choices online. Investigators in all fields need to be equipped to access, collect and analyze this information lawfully and ethically. This presentation will demonstrate many of the tools available to seek this data, some methods on how to decipher it and some advice on how to present it in a professional setting.



**BIO:** Warren Blumer

Detective Constable Warren Bulmer has been a member of the Toronto Police Service since 1990. Detective Constable Bulmer's policing career has been predominantly spent within the field of criminal investigation including a total of 15 years assigned to Financial Crimes, Major Crime, Fugitive Squad and the

Child Exploitation Section of the Sex Crimes Unit. Detective Constable Bulmer is an International instructor in the area of computer facilitated crime having lectured over 5000 Judges, Prosecutors and Police from 39 different countries to date. Detective Constable Bulmer has taught at the United Nations in Bangkok, Thailand, the Canadian Police College, the Ontario Police College and the Toronto Police College. He has also testified in court as an expert in various capacities relating to digital evidence including most recently as an expert in Facebook. For over the past 8 years, Detective Constable Bulmer has specialized in the area in Social Networks and is called upon by Police all over Canada to teach how law enforcement can balance the right to investigate with the protections afforded to citizens under the Charter. Warren is a published writer of many articles and a contributing author to a book entitled "EVIDENCE AND INVESTIGATION: FROM THE CRIME SCENE TO THE COURTROOM."

**9:30 am to 9:45 am** – Break and Trade Show

**9:45 am to 10:45 am** – **SPEAKERS:** ANDREW T. GRAYSON

**TITLE:** How Insurers Can Recognize and Fight Against Address Fraud

**TOPIC:** Insurers can fight against potential address fraud perpetrated by claimants. The focus will be on ways that insurers can recognize possible address fraud. It provides tip on what to ask from the insureds to prove their addresses, the usefulness of an EUO to determine possible address fraud and the use of underwriting in the process. It will also provide educational components on remedies if address fraud has occurred.



**BIO:** Andrew T. Grayson

Andrew received his Bachelor of Arts with distinction, in Honours History and Political Science, in 1997 from the University of Western Ontario–King's College. Andrew graduated with an LLB, Magna Cum Laude from the University of Ottawa–Baccalaureate of Laws in 2000. Andrew started as an associate with the firm

since his call to the Bar in 2002. Andrew became a partner in 2013. Andrew's practice is primarily civil litigation, specializing in insurance defence litigation. His files include personal injury, property damage, subrogated claims, coverage issues and fraudulent claims. Andrew has attended on numerous motions, examinations for discovery, pre-trial conferences, mediation and examinations under oath. He has been co-counsel for jury trials. Andrew has attended at the Small Claims Court, Ontario Superior Court of Justice, Ontario Divisional Court and The Ontario Court of Appeal. Since November 2014, Andrew has been the voluntary legal counsel for the Board of Directors of the Canadian Association of Special Investigation Units. Andrew has lectured in various areas of insurance law and in particular, the handling of special investigations including the use of examinations under oath.

**10:45 am to 11:45 am** – **SPEAKERS:** HARTLEY ELLIS, RSE

**TITLE:** Regulation, Compliance and Enforcement through the Ontario College of Trades

**TOPIC:** Consumers and businesses in Ontario have a powerful tool at their disposal in purchasing the services of skilled trades professionals

Ontario College of Trades regulates over 230,000 skilled trades professionals, certifying the skills and training required to work in trades related to vehicle repair, home repair and construction, plus many other activities that touch our lives every day

This session will guide members through the College's Public Register, protections against professional misconduct, and the work of the College's Compliance and Enforcement team, to see how the insurance industry can collaborate with the College to combat the underground economy and fraud



**BIO:** Hartley Ellis, RSE

Hartley Ellis began his career at the Ontario College of Trades as a Compliance and Enforcement Officer in 2013. Mr. Ellis studied at Centennial College in Toronto, and obtained his Certificate of Qualification as an Auto Body and Collision Damage Repairer in 2004. He has served as an instructor in Centennial's

Auto Body Repair Technician program since 2008. Mr. Ellis is a long-time supporter of Skills Canada and its annual skills competitions, having qualified to compete at the competition from 2002 to 2004, and having served as Co-Chair of the Auto Body Competition since 2011.

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**11:45 am to 12:00 pm** – Announcements and Awards

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

**1:00 pm to 2:00 pm** – **SPEAKERS:** GORDON RASBACH

**TITLE:** Required components of a successful insurance industry fraud management model

**TOPIC:** In Ontario, our industry has never known a holistic, robust fraud management model. Arguably, despite many attempts, the industry's key stakeholders – regulators, insurers, government, trade associations, and consortiums – have never collectively put together an effective framework that addresses the problem in a material way. Why? What's missing? This session will candidly explore what's working, what hasn't worked, and the reasons why.



**BIO:** Gordon Rasbach

The Vice President of Fraud Management for Aviva Canada. Based in Toronto, he designed and implemented an integrated fraud management model and currently leads a team of 50 investigators who manage claim fraud, policy fraud, supplier fraud, broker fraud and corporate fraud across Canada. He

is also currently responsible for the Property Claims business across Canada with 240 adjusters in all provinces. In December 2014, Gordon was appointed the Global Fraud Management Leader for Aviva's property and casualty insurance businesses in France, U.K., Ireland, Italy, and Poland, a role he held until August 2016. In this role, his team designed a new global fraud management strategy and model, including a fraud data and technology strategy. He is often a fraud management and fraud technology strategy speaker at insurance fraud and analytics conferences in Europe and North America. Under Gordon's leadership, Aviva Canada became the first Canadian insurer to conduct undercover sting operations against service suppliers to the insurance industry. From 2001 to 2012, Gordon held other executive business leadership roles across all Canadian claims business lines, including automobile injury and damage, commercial underwriting and led the transformation of Aviva Canada's Personal Lines Underwriting business. In 2016 and 2017, Gordon headed Aviva Trial Lawyers, Aviva Canada's internal law firm. Prior to joining the insurance industry, Gordon was a police officer in Toronto for 18 years. For 12 years, he was a criminal detective specialized in interviewing and investigative strategy, subjects which he taught part-time at key police colleges in Canada.

**2:00 pm to 2:30 pm** – Break and Trade Show

**2:30 pm to 4:00 pm** – **SPEAKER PANEL:**

SAM KODSI, ROBERT GARLAND and GAVIN PHILLIPS

**TITLE:** Investigating Automotive Fires and Structural Fire Losses Security and Background Investigations

**TOPIC:** Fires can destroy evidence, but a detailed automotive forensic expert can dig through the ashes and often get to the root cause. With a focus on case studies, this seminar goes over the chemical, electrical, and mechanical clues that an automotive forensic vehicle fire investigator looks for.

Other topics covered include forensic testing of substances, and special evidence considerations and limitations in vehicle fire claims. At the onset of a fire loss it is important to maintain site continuity for the subsequent investigation. Proper security becomes essential part of this process. The establishment on scene control enables insurance companies to conduct investigations surrounding the loss. We will discuss both proper security controls as well as investigation methods to determine coverage and potential fraud.



**BIO:** Sam Kods

Sam Kods, P.Eng., graduated with a Bachelor of Engineering (Mechanical) from McMaster University and is a registered Consulting Professional Engineer in Ontario. He is also a Certified CDR Analyst and CXL Certified XL Tribometrist. Mr. Kods has been active in automotive engineering safety since 1995 and has specialized in Forensic Engineering since 1997. He has been involved in more than 5,000 technical investigations and has been the lead engineer in vehicle collision reconstructions, personal injury incidents and automotive fire investigations. Mr. Kods has been involved in peer-reviewed research and testing and has qualified to provide expert evidence in the Ontario Court of Justice, Superior Court of Justice and in Arbitrations



**BIO:** Robert G. Garland

Mr. Garland began his career as an account executive in the data and security division of AT&T Canada, where he consulted on communication infrastructure with executives at Fortune 500 companies. In 2001, he transitioned into the insurance industry, managing the marketing and sales departments of two insurance investigation firms. In 2004, Mr. Garland started and operated A.S.A.P. Secured Inc. and was instrumental in the over-all company growth. Mr. Garland has extensive experience in the security and investigation field, conducting and attending many seminars on scene security, fire investigation, property loss, loss prevention, risk mitigation and the legal issues that pertain to continuity of evidence. Mr. Garland is currently a Director at ESM Global where he continues to be a valuable asset in their security division and a valuable resource in the industry. Mr. Garland holds a valid security and PI licence.

**BIO:** Gavin Phillips

Gavin Phillips is a regional manager at Xpera with oversight over research and field investigations throughout the Xpera Southwest Ontario division. During his 14 years with Xpera, Gavin has managed large-scale fraud, theft, subject location, and asset identification investigations for national, international, and multinational clients. He has developed investigative techniques and methodologies for open source intelligence gathering and analysis.

**4:00 pm to 4:30 pm** – Break and Draws

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



## Exhibitors

