

EDITORIAL

Happy New Year! And let us hope a less fraudulent one also! Recession breeds fraud.

The four papers in Part II of the January Edition bear witness to the truly appalling extent of the problem – articles which those in the media and elsewhere who rail with such ease, vigour and certainty against the insurance industry would do well to ponder before sounding off their next salvo.

Judges aren't blameless either. The entirely typical regional office of an entirely typical composite for which my firm acts handles something in the region of 30,000 claims each year. If they get one or two wrong this represents a failure rate of miniscule proportions not, as one is so often led to believe, yet another example of an insurer playing fast and loose with its own policyholder. At the coalface the odds seem pretty much to be stacked the other way: in particular, and typically, insurers will make a payment unless they are extremely confident not only that a fraudulent claim has been made but, also, that they can prove it.

Part I comprises the other papers given to the Seventh Annual Conference. I do hope that the members will find them as interesting and stimulating as I did.

Roger Doulton