



Insurance  
Regulatory  
Authority

*Bima Bora kwa Taifa*

**IRA**



## **Investigators workshop**

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# Definition

## Insurance investigation reports:

- These are reports compiled/prepared by insurance investigators on instructions from the insurance companies.
- Insurance companies appoint insurance investigator after a loss has been reported to verify various aspects of losses.
- The insurer may become suspicious of the claim due to the information provided by the insured.

# Why Insurance Investigation reports

The report contains information that verifies various aspects of the insured loss. This could be:

- Suspected fraud
- Insurable interest
- Stage managed thefts/accidents
- Exaggerated Claims
- Misrepresentation of facts (Private vs PSV) very rampant

# Importance of the reports

- The insurance investigator is supposed to provide the insurer with the information required to enable the insurer in the processing of the claim.
- The report of the investigator is very important and especially in determining the direction of the claim.
- The report is supposed to guide the insurer in determining whether to settle or decline/repudiate the claim.

# Consumers of Insurance Investigation Reports

- The insurance companies
- The Insurance Regulatory Authority
- The courts

IRA continues to put emphasis on the need to present independent and impartial reports as a guide in decision making

# Guidelines on investigation reports

Market Conduct guidelines for investigators issued in June 2012.

- Reports to comply with statutory requirements .
- Meet professional standards
- Submitted to principal expeditiously.
- Disclose the relevant information obtained in the course of professional engagement.
- Impartial

# Concerns of IRA as consumers of the reports

- Compromised reports – some investigators are compromised by either the insured or the insurer.
- Assumptions – too much assumptions instead of facts
- Personal presentation and identification – instilling fear to the insured
- Partisan reports – to please the insurer for more instructions

## Continuation

- Delay in delivery of reports – either overwhelmed by work or unable to proceed. In such cases supplementary reports should be availed
- Shallow inconclusive reports – narrative reports, no proper investigation carried out
- Facts v/s personal opinions

# Conclusion

- Investigation reports are vital in the claims management process.
- They should be professionally and ethically prepared in order to be effectively used as a tool for decision making
- Qualities of a good report
  - Provides background information
  - Provides evidence(facts/findings/observations)
  - Conclusion
  - Recommendation

# Q&A

