



# The rise of the 'pandemic' fraudster

Fighting the war on fraud



# Our workshop at AIRMICfest

We are pleased to be presenting an on-demand workshop at AIRMICfest this year. You will hear from both RSA Insurance and Crawford & Company experts on the issues around fraud and risk management and new challenges we are all facing.

*“Risk managers face an increasing challenging and evolving environment. Businesses need to better understand and respond to their changing risks and at the same time both substantiate and mitigate related losses when an event occurs.*

*COVID-19 is already presenting fraudsters with new opportunities. In this shifting landscape, fraudsters have been quick to adapt scams and their agility, increasing sophistication and lack of consistent pattern makes it even more difficult to predict and prevent fraud. In these unprecedented times, millions of households and businesses are suffering from the financial fallout and carriers, brokers and corporates must be vigilant to new fraud risks as historically falls in GDP correlate to a rise in fraud.*

*RSA and Crawford will bring their experience on handling the current issues around fraud and risk management, looking at the current issues, threats and challenges faced by the increasing capability of fraudsters in this current climate.*

*We will share case studies and lessons learned to help risk managers and customers meet this ever-evolving challenge.”*

## What you'll take away from our workshop



How to identify the changing risks within an evolving environment



Learn the techniques and scams fraudsters are using



Understand the preventions to limit fraud

# Our speakers



## Adele Sumner

Head of Counter Fraud  
Strategy & Financial Crime,  
RSA Insurance UK

 [LinkedIn Profile](#)

Adele Sumner is the Head of Counter Fraud Strategy & Financial Crime at RSA Insurance UK. She has over twenty years of ‘hands on’ experience in counter fraud activity in the insurance sector, including leading RSA’s Fraud Intelligence Team where she developed techniques and experience in the use of the internet, both to assist individual investigations and to obtain data that will enhance fraud detection models.

She is widely acknowledged for her expertise in the practical deployment and use of technology to identify fraud and has been an important figure in various fraud technology programmes both in RSA and at an industry level. In her current role she is responsible for developing strategies to tackle fraud and adopts a risk focused, intelligence led approach to combating the external threat fraud posed to RSA. In 2008 she obtained a Master Degree in Fraud Management from Teesside University.



## Andrew Bart, B.A (Accountancy), FCILA

Global President, Crawford  
Global Technical Services

 [LinkedIn Profile](#)

Andrew has 30+ years of claims and loss adjusting experience and 18 years with Crawford & Company, during which he has managed many large and complex claims across multiple product lines.

As President of Crawford Australia and Asia Pacific, he led the business through a sustained period of growth. In 2019 Andrew relocated to London as Global President of Crawford Global Technical Services to continue building on the significant success that Crawford GTS has achieved since its launch.

Crawford delivers a unified claims handling capability for complex and major losses working with carriers, brokers and corporates.



## Katie Moore

Director of Risk Management  
at Live Nation Entertainment,  
Moderator for our session

 [LinkedIn Profile](#)

An experienced Risk and Insurance Manager, with strong strategic, technical and governance skills. Highly motivated and driven individual, with a naturally communicative style, skilled in engaging with a variety of stakeholders and comfortable presenting at board level.