2025 NEIASIU TRAINING SEMINAR & FRAUD EXPO

KEYNOTE:

Vehicle Fraud: Trends, Illusions and Impact

George Ripley,SIU Manager, Donegal Insurance Group

SUMMARY:

Vehicle theft and auto fraud trends must be current for law enforcement and insurance fraud investigators to mitigate impact. Impact to communities and companies can be severe if not addressed. This session covers a broad range of topics related to vehicle theft and auto fraud trends while focusing on providing attendees with awareness and tools to enhance fraud investigations. The course will raise awareness of the current trends by recognizing how AI and technology are playing a larger role in auto theft and vehicle fraud nationally. This course will be packed with investigative considerations for the various types of auto theft and vehicle fraud as well as recommendations on which database tools and investigative support can be used to join the collective fight against these crimes.

Ethics and the Investigator

JEFFREY G. RAPATTONI, MARSHALL DENNEHEY

SUMMARY:

This course is designed for insurance fraud investigators, licensed adjusters, case managers, and claims professionals whose duties require them to review and pay claims. The legal landscape is changing rapidly thereby forcing our industry to be at the very top of its game from an ethical standpoint. This presentation will set forth best practices and standards to operate at maximum efficiency while ethically conducting oneself and protecting the carrier brand.

The Art of Deception: Case Studies in Staged Accidents

DAVID DAVICH, VP OF SIU & BUSINESS DEVELOPMENT, ADVANTAGE INVESITGATIONS

SUMMARY:

Dive into several case studies to learn how staged rings operate and target insurance carriers. Case studies will include both automobile and workers' compensation claims.

__Cracking the Code: How Apps and Mobile Data Expose Fraud__

__JOE STEPHENSON, BUSINESS SYSTEMS ENGINEER & RICH MCKEON, DIRECTOR CELLULAR SERVICES, Lemieux & Associates__

__SUMMARY:__

This presentation will explore how mobile devices, and their data can uncover critical evidence in insurance fraud cases. We will demystify mobile apps, location data, and communication logs, explaining how they can be used to trace activities, validate claims, or identify inconsistencies. Attendees will gain insights into what a forensic cellular download entails, including the recovery of deleted data and metadata that provides context to user behavior. By understanding the capabilities and limitations of mobile data analysis, fraud investigators can strengthen their casework and uncover hidden patterns of fraudulent activity.

__Property Claims Toolbox: Tools to Investigate, Adjust and Resolve Property Claims__

__ADAM BRAND, ESQ. BRAND & TAPPLY__

__SUMMARY:__

Identifying suspect claims is hard enough, but today with the need to inspect every receipt and every photograph for authenticity, preparing a proper homeowner's property claim investigation is even more difficult. Add the spice of public adjusters and you've got a recipe for a fine meal of misery. This presentation will provide tools, processes and strategies for handling and investigating today's homeowner claims, dealing with public adjusters, and strategizing the issues of tomorrow.

Auto Crimes, Street Crimes & Its Relationship to White-Collar Crimes

Lt. JAREK PYRZANOWSKI, MAJOR THREAT BUREAU, NEW JERSEY DIVISION OF CRIMINAL JUSTICE, NEW JERSEY ATTORNEY GENERAL'S OFFICE

SUMMARY:

Street gangs are no longer limiting their "operations" to guns, violence, and the street drugs of the past. They have now expanded their "operations" to include white-collar crimes such as automobile finance fraud, identity theft, prescription fraud, bank fraud, credit card fraud, and money laundering at the local, national, and international levels. The course will provide debriefs on real cases of auto theft, automobile finance fraud, and insurance fraud, including those in health and other insurance. The goal of this course is to clarify the nexus between white-collar crime and crimes committed by street gangs.

This course will provide an overview of how a variety of major crimes relate to automobile theft and automobile crimes. The course will also show how the ever-changing rapid expansion of cyber-crime is increasing the number of fraud investigations with street-crime crossover.

Investigating Tesla EV Claims

MIKE MEROLLI, FORENSIC EXPERT, APERTURE

SUMMARY:

This presentation provides attorneys and insurance adjusters with an overview of Tesla EVs, along with advances in Advanced Driver Assistance Systems (ADAS) and Autopilot technology. Attendees will learn the vital evidence available from electric vehicles and the urgent need to preserve and obtain that data to properly investigate a claim.

The Hidden Lens: Surveillance and the Investigation of Insurance Claims

JEFF NEADLE, ASSISTANT VICE PRESIDENT STRATEGIC ACCOUNTS, COVENTBRIDGE GROUP

SUMMARY:

This course will focus on surveillance as a tool for the investigation of injury claims. The course will start at the beginning with focus on when to order and when not to order a surveillance. We will also discuss some ideas on choosing a vendor to conduct the investigation. In addition, we will cover ways to maximize the potential for results, through preparation by both the adjuster/SIU and the vendor. The course will also cover the actual surveillance. While not the emphasis, we will also talk about some of the real challenges investigators face on a daily basis. The training will conclude with some remarks about what should take place once the surveillance is completed and what the assigning adjuster or SIU should expect.

Fraudulent Water Losses - "Water Arson"

JAY KRAMARCZYK, VICE PRESIDENT, EFI GLOBAL, INC.

SUMMARY:

This course is designed for insurance fraud investigators, licensed adjusters, case managers, experts and claims professionals whose duties require them to handle property claims related to water losses. This class will assist with handling the claim, interview questions, how to decide what type of expert to hire, with ideas of what the expert should be providing to assist the claim.

Proactive Strategies to Combat Injury Fraud

TOM RASMUSSEN, VICE PRESIDENT OF PRODUCT FOR CLAIMS,CARPE DATA

SUMMARY:

This session will discuss how insurance carriers can proactively identify fraud patterns and automate the review of all open injury claims with real-time, evidence-based data. Attendees will learn strategies for using online data to identify fraud early in a claim, reduce litigation risks, and improve the accuracy and efficiency of claim settlements.

Auto Theft Trends in 2025 and the Future

JASON KELLER, SPECIAL INVESITGATOR, FARM BUREAU INSURANCE

SUMMARY:

This session will discuss the current trends in auto theft, including methods and reasons. In addition, I will attempt to predict what the future holds for auto theft. I will also discuss trends in auto theft-related insurance fraud and what to look for. This will be an interactive presentation with examples from participants.

Recent Trends in Massachusetts PIP Litigation

SHAHAN J. KAPITANYAN, ESQ. BRAND & TAPPLY, LLC

SUMMARY:

This presentation will discuss recent relevant case law impacting PIP provider litigation, new tactics being used by medical providers to collect unpaid medical bills, and practical solutions supported by the Massachusetts Automobile Insurance Policy, the PIP statute, and case law in combatting and defending against PIP provider suits.

Vehicle Fire Investigation and the Challenges Encountered with Subrogation

DENNIS LYONS, FOUNDER & PRESIDENT OF S.D. LYONS, INC.

SUMMARY:

This presentation will focus on large loss claims involving vehicle fires that occur in or near structures and will also address stand-alone high-value vehicle losses. It will discuss subrogation from the perspective of an insured loss or a claimant loss. It will speak to the fire investigator's relationship with the insurance company representative, the subrogation attorney, the investigators representing other parties, and the vehicle owner, which are some of the factors that are critical to a successful investigation. In addition, the investigator's knowledge and experience with vehicle fire losses, both large and small claims, are essential to accomplish an accurate origin and cause analysis. We will discuss, in part, vehicle fire causes, fire patterns and effects, witnesses, videos, and the methodology utilized in NFPA 921, Guide for Fire and Explosion Investigations, 2021 Edition.

SIU Legal Update

FRANK X. SZTUK, SENIOR VICE PRESIDENT, DELTA GROUP & JEFFREY G. RAPATTONI, ESQ. ASSISTANT DIRECTOR MARSALL DENNEHY

SUMMARY:

The fraud fighting landscape is ever evolving. This panel of distinguished fraud defense attorneys will explore the ever-changing legal and regulatory environment in fraud fighting for the SIU community.

Exploring the Past and Predicting the Future of the SIU Landscape

FRANK X. SZTUK, SENIOR VICE PRESIDENT, DELTA GROUP & GLENDA GANEM, ESQ.,MCGOVERN & GANEM, PC.

SUMMARY:

This program will take the attendees through the creation of SIU programs, the current status of the profession and what is in store in the future.

IME: Accelerating Claim Resolution

KIM CARPINO, REGIONAL ACCOUNT MANAGER, MEDICAL MANAGEMENT, ETHOS

SUMMARY:

This presentation will break down when and how to use Independent Medical Exams to ensure objective and efficient claims handling. It will cover the importance of IME's in verifying injuries, assessing treatment plans, and preventing unnecessary delays in claim resolutions.

Law & Order: SIU

HUGH C.M. BRADY, ESQ, AND DOUGLAS MCINNIS, ESQ., KTM

SUMMARY:

This presentation will address the latest trends and issues arising during insurance fraud investigations. The presenters will actively demonstrate the manner in which witnesses and attorneys may attempt to obstruct a carrier's investigation, whether at an EUO or during the claim verification process. Topics will include virtual statements, best practices for difficult EUOs, adverse witnesses, coaching of witnesses and how to best procure relevant information against the backdrop of these tactics.

How To Manage A Slip, Trip or Fall Case

DR. CHARLEND HOWARD, ARCCA

SUMMARY:

We will discuss a biomechanical engineer's review of the causative factors of slips, trips and falls, including both the injured party's behavior as well as the specific factors of the incident. Attendees will benefit from an understanding of human movement, human factors, and injury biomechanics. We'll also discuss the kinematic differences between a "slip" and a "trip," as well as the injuries that result from slip, trip and fall events. In addition, factors related to the engineered (e.g. building codes, ADA and design standards) and natural environments (e.g. weather and illumination) will be covered.

Boat and Motorcycle Identification & Fraud Awareness

JOSEPH GUIDICE, SPECIAL AGENT, NICB

SUMMARY:

This class is designed to assist insurance professionals, law enforcement, and investigators spot stolen or altered boats and motorcycles. Participants will learn how to identify tampered VINs and HINs, recognize fraudulent documents, and stay ahead of the latest fraud trends. With real-world examples and practical tips, this course will provide the knowledge and confidence needed to tackle boat and motorcycle fraud effectively.

Unlocking Fraud Detection using Verisk's Anti-Fraud (aka ISO) Tools: A Journey Through Claim Life Cycle

KEVIN RAWLINS, DIRECTOR OF CUSTOMER SUCCESS, JESSICA SEAY, CLIENT SERVICES CONSULTANT & KATIE FLAHERTY, CLIENT SUCCESS CONSULTANT, VERISK

SUMMARY:

In this engaging and interactive session, we will walk through the complete life cycle of a claim, from the initial submission to the detection of fraudulent activities. Using a real-world claim scenario, we will demonstrate new tools, and illustrate how advanced analytics can be integrated seamlessly into everyday workflows. Participants will learn how to operationalize ClaimSearch Anti-Fraud solutions effectively and maximize their fraud detection capabilities.

ALE Fraud: A Tale Worthy of the Movies!

TIMOTHY TAPPLY, ESQ., BRAND & TAPPLY, LLC

SUMMARY:

When an insured is displaced due to a loss in their home, providing them replacement accommodations is a coverage they are usually afforded. However, with such alternate housing comes an opportunity for fraud. In recent years many schemes have been developed whereby insureds are providing falsified leases, fraudulent housing documents, fake payments and invoices, all in an effort to stuff their pockets. Renting homes and then canceling the next day just to generate an invoice, doubling lease amounts and pocketing the difference, fabricating animal boarding fees, and setting up fake accommodations are all things we have encountered. Unbeknownst to carriers, they are getting fleeced for, in some instances, hundreds of thousands of dollars.

Carriers rarely expect their insureds to use such schemes and adjusters typically are not equipped to identify the warning signs. With this training, carriers will be educated on this issue and then be equipped to create a strategy and system for identifying and investigating these schemes by creating a strong partnership between claims, SIU, and counsel.