

Do you know if the same person has submitted claims using numerous slightly varied identities? Are you able to identify a vehicle that reappears on multiple claims with slightly varied descriptions? Can you identify relationships between claimants, insureds, and witnesses across many claims? Are you alerted to these indicators of fraud at the First Notice of Loss? Identity Focused Claims Screening gives you those answers and more.



Infoglide Software Corporation is attacking insurance fraud with the same identity resolution technology selected by the U.S. Department of Homeland Security to screen domestic airline passengers for terrorist threat. Infoglide Software's Identity Focused Claims Screening solution (IFCS) is built on its Identity Resolution Engine™. Identity Resolution uncovers "Who's Who and Who Knows Whom" by rapidly gliding across multiple sources of enterprise data and analyzing multiple attributes. The result is quicker and more effective claims processing by ensuring the business knows exactly who or what it's dealing with, despite input errors or attempts to deceive. All this significantly reduces fraudulent claims, improves service to valuable customers, and positively impacts the bottom line.

The insurance industry has tried various methods to fight fraud. Insurers have deployed claims scoring solutions, industry consortia have created data warehouses for cross industry comparison, and insurers have worked hard to gather metrics about the amount of leakage present in their business. Despite all this, insurers are still missing fraud, and it continues to grow at an alarming rate. Competitive pressures increase the need to stem the losses, detect fraud sooner, lower loss ratios, and increase profits.

Identity Focused Claims Screening goes beyond claims scoring and predictive modelling to:

- ▣ Identify hidden relationships between identities like claimants, insureds, witnesses, service providers, addresses, vehicles, and property;
- ▣ Highlight multiple occurrences of the same identity without modifying or standardizing the data; and
- ▣ Reduce false positives or "noise" from search results to focus human analysis and resource where it is best utilized.

*"One of the biggest benefits to Infoglide is the ability to search on similar terms and receive very accurate results," says Joe Asplen, SIU manager from the Maryland Automobile Insurance Fund. "In years past, it would have taken my senior investigators almost 30 days to pull together all the paper files they needed and create charts to try and connect the information they had interest in. Now, we can take those pieces of information we want to look at, analyze them the same day, and quickly determine the cases we want to spend our time on."*

## Unique Capabilities

### Similarity Search

- Patented Similarity Search algorithms far exceed exact match/fuzzy logic capabilities to uncover previously hidden identity information
- Detects misspellings or intentional data manipulations to reduce false negatives, ensuring nothing slips the net and providing the highest quality leads
- Unique ability to apply Similarity Search across multiple attributes to disregard irrelevant matches and reduce false positives that waste valuable investigative resource time

### Multi-Database Access

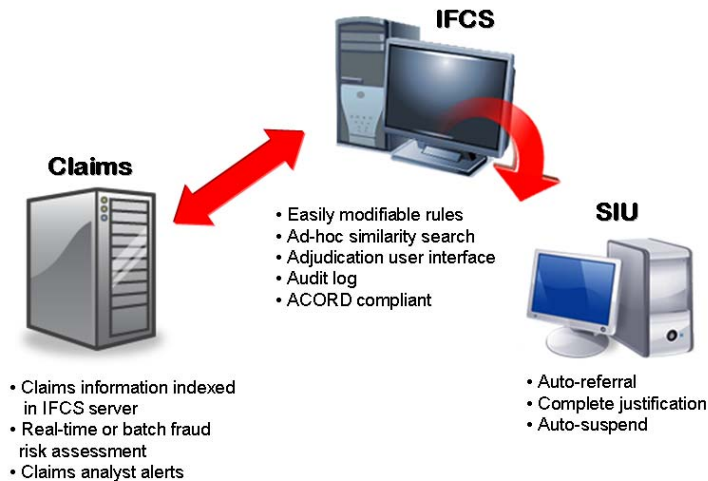
- Identity analysis performed across multiple, disparate data sources
- Expand the breadth of analysis by uncovering matches and relationships within data regardless of the type or physical location of the data source
- Incorporates commercial data sources to validate identities

### Flexible Integration

- Designed to quickly integrate with solutions to provide advanced identity-focused analysis and results
- Integrates easily with existing legacy systems, leveraging and protecting IT investments
- Ability to quickly integrate 3<sup>rd</sup> party analytics and additional data sources even after the solution is configured

## IT Infrastructure Integration

The IFCS solution fits alongside existing systems to lessen the impact on production solutions and avoids the “rip-and-replace” mentality of many technology solutions. IFCS sits behind the enterprise firewall and caches claims information, SIU fraud databases, and any other enterprise risk databases, such as Call Center and customer service data. As new claims are processed, the IFCS solution glides across the data, comparing each piece of information captured by the claims analysts. Claims screening rules combined with the resolved identities determine (in real time) if more information is required from the claimant, if there are enough fraud indicators to immediately forward the claims to SIU, or if further action needs to be taken to assess the risk in a claim. The IFCS solution’s adjudication interface allows a trained professional to quickly scan the detected indicators to determine whether and where the claim should be forwarded.



Infoglide Software has a wealth of experience in integrating enterprise screening and investigation solutions for the largest government customers in the world. Its background in insurance fraud investigation and the tools it has designed to enhance fraud detection processes make it an excellent fit within any insurance organization.

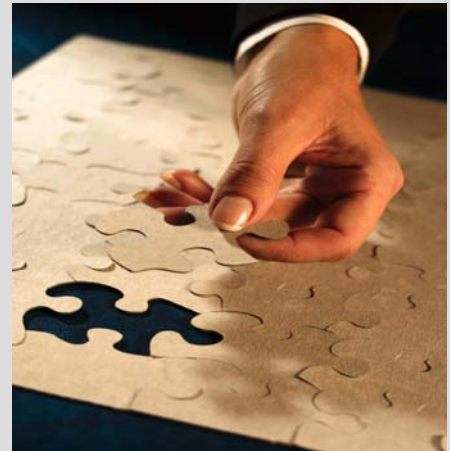
## Contact

For more information regarding Infoglide Software’s Identity Focused Claims Screening, please contact:

IREsales@infoglide.com



Infoglide Software Corporation  
6500 River Place Blvd., Building II, Suite 101, Austin, Texas 78730  
512.532.3500 • Fax: 512.532.3505 • www.infoglidesoftware.com



## Claims Fraud Challenges

Overcome common fraud detection challenges with IFCS:

- ▲ **Detect real-time fraud**  
Stop payment before fraud is confirmed and facilitate the immediate payment of legitimate claims, thereby reducing the number of touch points required
- ▲ **Interrogate free text**  
Find information in commonly used free text fields
- ▲ **Quickly adapt to fraud schemes**  
Easily update rules templates
- ▲ **Detect fraud rings**  
Highlight hidden relationships between claims entities
- ▲ **Leverage 3<sup>rd</sup> party data**  
Integrate external sources, for industry wide risks, as well as internet and identity theft

Infoglide Software Corporation has made every effort to ensure that the information contained in this document is accurate and reliable, but assumes no responsibility for errors or omissions. Information in this document is subject to change without notice.

Copyright © 2008 Infoglide Software Corporation. Protected by both U.S. Patents and U.S. Patents Pending. All rights reserved. Printed in the United States of America. Infoglide Software and Identity Resolution Engine are trademarks of Infoglide Software Corporation. Product and company names mentioned herein may be the trademarks of their respective owners.