



INSURANCE

FRAUD ON
CLAIM
DOCUMENTS



BANKING

KNOW
YOUR
CUSTOMER



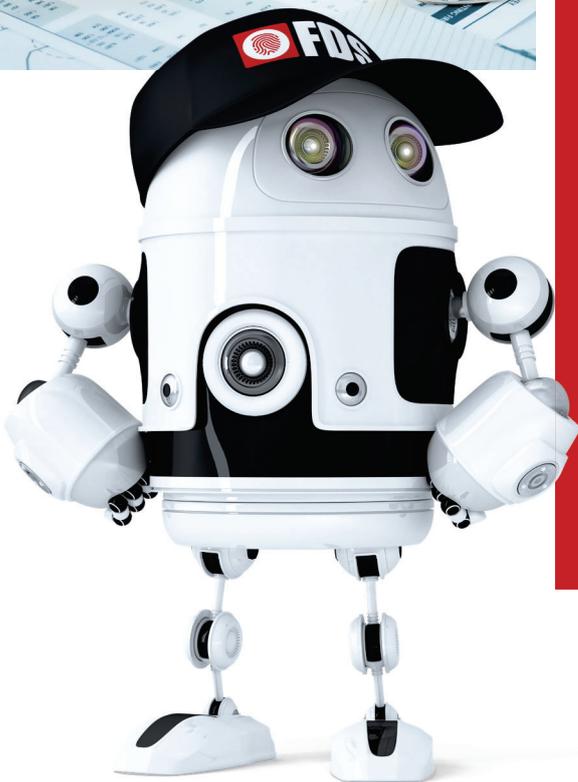
OTHER

EXPENSE
FRAUD



Evidence-based validation of digital documents

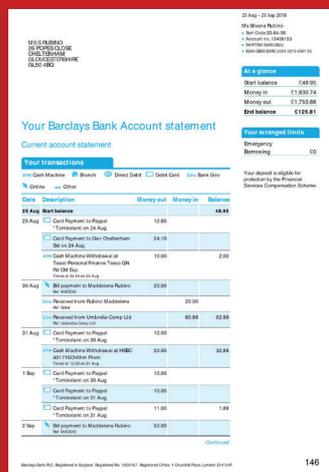
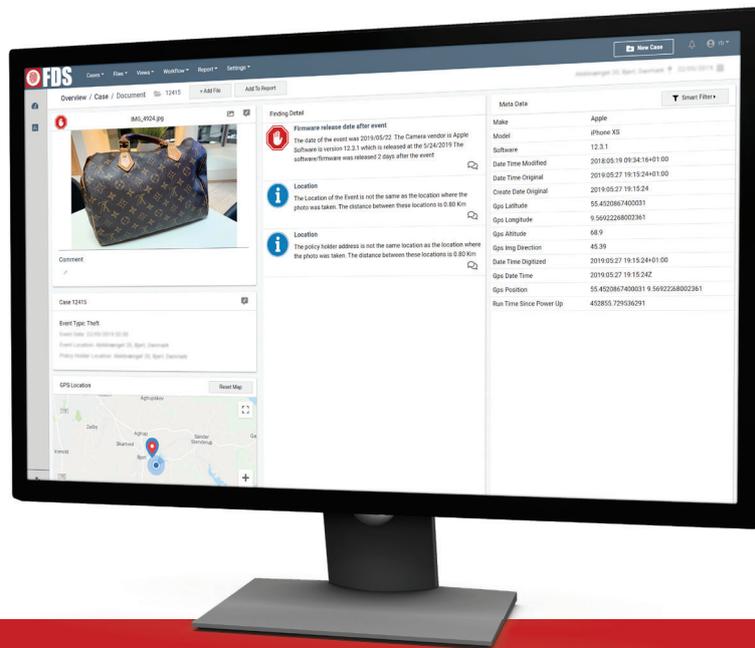
With roots into the police, international investigation bureaus, and the financial sector, DETECTsystem has developed an advanced document validation platform that helps organizations, in a wide range of industries, to uncover dishonest customers, employees and policy holders.



WHAT IS THE FDS PLATFORM?

The FDS platform verifies digital documents on file level, such as claim documents, expenses, and proof of identity documents. FDS analyzes a multitude of file types and utilizes over 100 detection methods to determine the validity of a document in seconds.

The FDS platform can be applied to a wide range of industries such as the financial sector including insurance companies, banks, mortgage lenders, the private and public sector where document verification is needed to uncover document fraud.



FILETYPES

FDS can validate a number of file types, such as images, invoices, receipts, certificates, health records, employment contracts, proof of residence, warranties, criminal records, and many more.



Images

FDS verifies images in 0-2 seconds



PDF Documents

FDS verifies PDF documents in 3-10 seconds



Office Documents

FDS verifies Office documents in 3-8 seconds



Video and Recordings

FDS analyzes a range of video formats



Are any of these documents fraudulent?

THE NEEDLE IN THE HAYSTACK

Digital automation is an emerging core component for organizations that handle documents provided by customers, employees, and policy holders. While banks need to overcome compliance challenges and validate identification, accounting teams need to verify expenses and invoices, and the insurance industry must adapt to the growing number of digital claim documents that need checking to ensure a minimum of fraud.



FDS includes customizable workflows, and the fully configurable data-driven detection model supports automation, as well as integration to current anti-fraud initiatives.



It can take a trained forensic analyst anything from 15-60 minutes to analyze and verify a document. FDS provides you with all the tools you need to handle, conclude and report on any flagged document types in less than a minute.



DETECTION METHODS

The FDS Detection Engine utilizes +100 detection and cross-examination methods to determine the validity of submitted documents, and it delivers a reliable answer in seconds.



Intelligent Date Cross-check

Review all dates and timings encapsulated in the metadata and verify per taken-expectations via firmware, GPS dates, ICC-header, runtime since power-up, and additional parameters.



Advanced Location Detections

GPS location, satellite communication, and GPS within different range settings is verified according to the event location or the individual's home address.



Software and Editing Programs

FDS detect if documents have been edited in any software- or editing programs and can highlight new annotations, fonts, and modifications. FDS also alerts if the thumbnail is different from the submitted image.



PDF History and Deep Inspection

FDS analyzes revision changes done to a PDF Document, its source code, and it takes all layers apart to detect any manipulation or added layers. Additional features includes pixel-by-pixel and side-by-side comparisons.



Device and Firmware Release

FDS has a database currently consisting of +65,000 firmware and device release dates, to verify if a device or firmware was released prior to the create date of a submitted document.



Error Level Analysis (ELA)

FDS features an advanced Error Level Analysis that adds an extra layer of detection, highlighting where modifications have been done to an image, even if it has been flattened.

KEY FEATURES

The data-driven Detection Engine includes a full-featured rule and detection designer, report designer, and knowledge management (Q/A) designer utilized for risk assessments and analysis. Intelligent assignment and workflow ensure efficient processes and finally, KPI web dashboards are available in FDS and Excel.

UTILIZING FDS DATAPOINT

FDS ReFile helps insurers detect if a specific claim document has been used in previous claims, either internally or with other external insurers.

FDS FileStorm utilizes our database of millions of images to determine if a policy holder has downloaded documents from the internet, for use in an insurance claim. FDS FileStorm also covers documents that Google Image Search and TinEye don't have access to. With the patent-pending technology, FDS Cubes, photo analysis and comparison is revolutionized.

FDS Heritage alerts if a document has been generated online. Many suspicious websites provide services to create fake digital documentation such as invoices, receipts, and others.

USE CASES AND EXAMPLES

Despite being developed for the insurance industry, the FDS platform is utilized by insurers, lawyers, private organizations, banks and accounting firms. Below is a brief excerpt of some of the use cases:

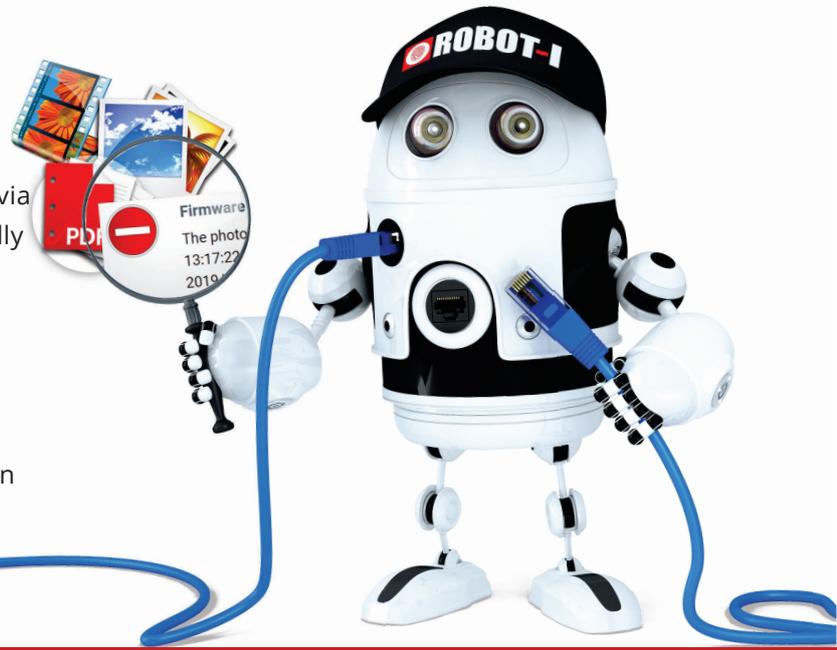
- ✓ A policy holder submits a fraudulent insurance claim, images of the stolen items, is from a date after the alleged burglary, or from a different location to the event location or manipulated PDF's on medical, travel or health records.
- ✓ A consumer who applies to open a bank account, obtain a credit card or loan could edit his/her name onto proof-of-residence documentation such as utility bills. FDS can also compare submitted paylips, or find data manipulation done to employment contracts.
- ✓ An employee could make up private expenses such as travel expenses or additional office-supplies. Additional names such as family members could have been removed from travel documentation, and expense receipts could have been generated online.



AUTOLOAD ROBOT

With FDS AutoLoad Robot, all documents submitted via web-frontend, TPA portals, or API can be automatically imported into FDS with results presented in seconds and referred to the correct department.

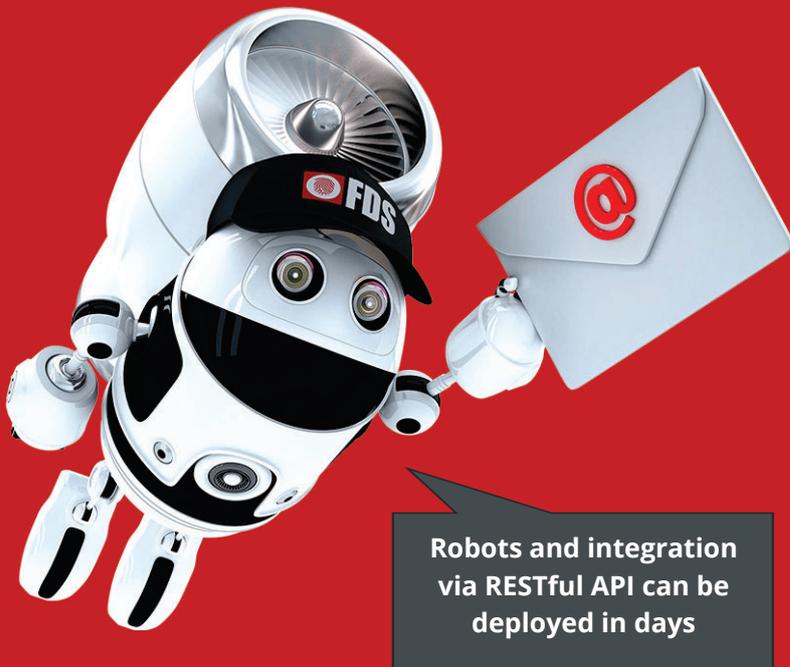
The FDS RESTful API is build to ensure that the Detection Engine enables a secure STP (straight-through-processing) environment with full integration abilities to other systems.



E-MAIL ROBOT

The E-mail Robot can be integrated into multiple shared mailboxes where it automatically extracts attached documents and any required information with upload for detection in FDS. Data filtration, including Regex, is utilized to detect specific information such as dates, sort code, account number, customer number, claim case numbers, and text information, including event type, employee names, addresses and locations. The E-mail Robot can handle both structured and unstructured data.

- ✔ It is easy to deploy and requires limited IT resources to implement.



Robots and integration via RESTful API can be deployed in days

FDS INTERACTIVE ROBOTICS

FDS Interactive Robotics can intelligently integrate into a web frontend of any STP platform and interact live with employees, customers or policy holders. If uploaded documents are missing metadata or any discrepancies reside in the submitted documentation, the interactive robot will ask relevant questions or request further documentation.

- ✔ With the FDS platform, organizations can validate documents in real-time and swiftly resolve any found anomalies.



See the full video: detectsystem.com

INSURANCE INDUSTRY

To stay competitive, insurers need to transform parts of their operating models. As claims management accounts for approx. 28,5% of the operational cost, insurers need to build an operational power curve with disruptive technology.

Clear objectives with FDS



Improve fraud detection rate

Helping you improve screening processes to detect fraudulent claims and thereby reduce fraudulent payouts.



Improve operational cost

FDS automation improves claims handling and ensures that resources are only spent on evidence-based fraud and not wasted on legitimate claims.



Enhance customer value

Driving data innovation and facilitating a secure real-time STP strategy with fraud detection that meets customer expectations.

Claims processing is a costly and time-consuming process, with an average of 8 submitted documents per claim, which easily amounts to hundreds of thousands or even millions of documents every year. The majority of documents are valid and need no further attention; however, to find the fraudulent claim documents, all documents need to be looked at, in order to find the needle in the haystack.

- ✓ According to industry experts, 5-10% of claims are fraudulent.
- ✓ 90% of documentation is valid and needs no checking.
- ✓ Claim handlers spend up to 30-50 seconds just to open each document without validating.
- ✓ Automating document screening improves the operational efficiency and lower the operational costs.

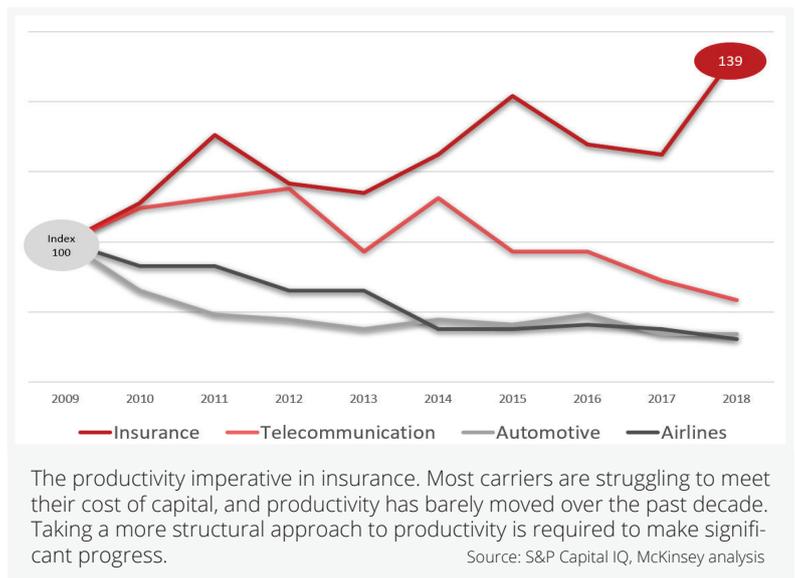
INEFFICIENT OPERATIONS

The highly regulated insurance industry needs automation to improve its combined ratio. FDS provides insurers the possibility to deliver better customer service as a result of more efficient claims handling. Today, most volume heavy insurance transactions, such as claims processing and document verification, are performed by humans.

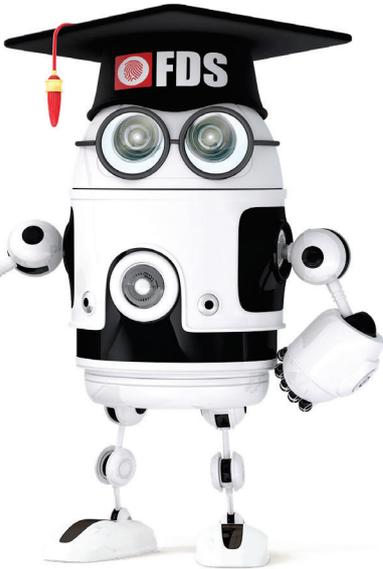
FDS automated document verification effectively recognize and fight fraud at its core, and insurers can free up staff to deal with the more complex claims. The claims division is very busy with claim backlogs that need processing, which means employees welcome the FDS platform; it relieves them of the rising burden of document verification and helps them process the increasing number of digital claim documents that require screening.

FDS Robotics relieves many staff hours that can be utilized elsewhere. It's not just the shareholders, the senior managers, and the policy holders who benefit from FDS, but also employees in claims management. It is proven that FDS will have a positive impact on productivity and customer satisfaction.

To learn more about DETECTsystem's FDS platform and how to improve claims management in the insurance industry, please contact us for an online demo.



Free and remote training
via our online e-learning
platform included



MOVE FORWARD WITH CONFIDENCE

Should you find the FDS Platform compelling and would like to learn more, we can conduct both a live demo and Proof-of-Concept to ensure that you can move forward with confidence.

In regard to Data Protection regulations: The FDS platform is installed on-premise within your organization. Therefore, the DETECTsystem team does not have access to any of your data or your customer's data. This lifts the burden of data compliance challenges and the DataPoint technology utilizes secure and data compliant methods to detect reused documents across the industry.

45-minute online demo (via Microsoft Teams)

The 45-minute demo includes industry insights and a live demo of the FDS platform, and we will introduce you to the Proof-of-Concept process.

Proof of Concept

In a PoC you decide which documents you would like us to screen through FDS and we will provide you with a PoC report on the findings, including the time spent.

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