



2012 IAATI Training Seminar

Citigate Central, Sydney, New South Wales
12 - 13 March, 2012



In association with our Seminar Partners:

- Suncorp Insurance
- DataDot Technology
- Maurice J. Kerrigan & Associates Pty Ltd
- National Motor Vehicle Theft Reduction Council
- F.I.R.E.S.
- Crux Group
- 1300 Record



SEMINAR PARTNERS

The Australasian Branch of the International Association of Auto Theft Investigators (IAATI) is a non-profit organisation. Without the ongoing support of seminar partners each year it would not be possible for the branch to hold the high quality training seminars that the branch is renowned for. The branch is forever grateful for the support of its seminars partners. The branch would like to take this opportunity to acknowledge the following 2012 Seminar Partners:

Platinum Partners:



Gold Partners:



Silver Partner:



Bronze Partner:



Exhibitors:

- DataDot Technology
- CARS - Comprehensive Auto-theft Research System
- Visual Analysis
- Maurice J. Kerrigan & Associates - IAATI Certification Program
- Lock-it Systems Pty Ltd.



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WELCOME TO SYDNEY

On behalf of the Australasian Branch committee I would like to welcome you to our 19th Annual Training Seminar here in Sydney, New South South Wales. In particular I would like to welcome the many new members attending their first IAATI seminar and acknowledge the ongoing support of the Australian members who have travelled to Sydney for this training seminar. Please make yourself known to myself and your fellow IAATI members.

I would also like to extend a warm welcome to our two international keynote speakers - Mr Thinesh Subramaniam from Kurnia Insurans in Malaysia and Ms. Heidi Jordon, Senior Special Agent with the National Insurance Crime Bureau (USA) and 4th International Vice President of IAATI.

Having worked with this year's seminar organising committee I can assure you there has been extensive work undertaken to ensure everything runs smoothly and the contents provide a good mixture of interesting and informative material (along with a large dose of fun). In this regard I would like to express my sincere thanks to the branch's Committee members who have worked tirelessly to make this seminar happen.

In planning these seminars, we are consistently aware of the uniquely diverse membership of the Australasian Branch. Unlike many of the other branches which are dominated by law enforcement our membership consists of a unique blend of police personnel (investigators, forensic officers, intelligence analysts), insurance personnel (investigators, claims managers, fraud specialists, analysts), registration personnel (vehicle inspectors, policy staff), academics and researchers, crime prevention officers, forensic locksmiths, motoring club representatives, private investigators, vehicle manufacturers and those involved in the development of vehicle security systems.

This diverse membership while creating challenges for the development of a balanced seminar program, does however, give delegates the opportunity to mix and learn from others with slightly different skill and knowledge sets. I encourage you to interact with your colleagues as much as possible during the next three days.

Staging these annual seminars is a difficult and time consuming task but one that can prove extremely beneficial when they meet the needs and expectations of the delegates. To ensure that future seminars are as beneficial as possible I seek your assistance in two areas.

Firstly, we require your feedback as to what you want to see and do at the next seminar. To facilitate this I encourage you to complete and return the questionnaire including what aspects of this seminar you liked and what aspects you would like changed for 2013. It is only through this





type of feedback that we can tailor our seminar to meet your requirements.

Secondly, I would encourage you to consider offering your services to the branch. This can be either by assisting in the future seminars and training sessions, by nominating to stand for the branch committee or by sharing information and experiences with your colleagues through the Association's newsletters or the Branch website

In closing, I wish to acknowledge the generous assistance provided by our seminar partners – Platinum Partners: Suncorp Insurance, DataDot Technology (Australia) Pty Ltd and Maurice J Kerrigan & Associates; Gold Partners: the National Motor Vehicle Theft Reduction Council (NMVTRC), and F.I.R.E.S, our Silver Partner: The Crux Group. And our Bronze Partner: 1300 Record

We are particularly grateful to our long-term partner DataDot Technologies for their support and ongoing sponsorship of the DataDot Investigation of the Year Award. I also encourage you to visit our exhibitors during the course of the seminar and speak to them about their products. Only with the support of all our partners are we able to provide these training seminars and the range of interesting and informative presenters. I encourage you to offer your return support to them whenever possible.

Once again welcome to Sydney, thank you for supporting IAATI and I hope you have an enjoyable and fruitful time during the next three days.

Mark Bennedick

Australasian Branch President
International Association of Auto Theft Investigators

AUSTRALASIAN BRANCH COMMITTEE

President:	Mark Bennedick	
Vice Presidents:	Frank de Jong Jason Smith	Mark Pollard
Executive Director:	Keith Schmidt	
Immediate Past President:	Dennis Connor	
Committee Members:	Kym Chilton Amanda Gleeson Ian Gunthorpe John Hambridge Angharad McCormack Todd McCormack	Harry Rakintzis Emily Scanlan Karen Suljic Paul Thomas Maurice Tong Andrew Waterman

Australasian Branch Representatives on the International Board of IAATI:

International 1st Vice President:	John O'Byrne	
International Directors:	Mark Bennedick	Dennis Connor



SUNCORP INSURANCE IS PROUD TO SUPPORT THE 19TH ANNUAL IAATI TRAINING SEMINAR.



Vehicle theft and auto crimes have a significant impact on the Australian insurance industry and Suncorp is determined to work closely with law enforcement bodies to address these issues. The International Association of Auto Theft Investigators, Australasian Branch training seminar brings together major Insurers, law enforcement bodies, manufacturers and other industry professionals who are involved in the detection, investigation and reduction of vehicle theft and auto crimes. Suncorp is delighted to be the Platinum Sponsor of the Australasian Branch's 19th Annual Training Seminar.

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Mr. Mark Benedetto
The Branch President
Australasian Branch
International Association of Auto Theft Investigators

Mr. Mark Benedetto and fellow members of the Australasian Branch.

Firstly I would like to say thank you for your kind invitation to attend and represent the International Association of Auto Theft investigators at your Australasian branch 19th Annual Training Seminar to be held in Sydney, Australia. Regrettably I am unable to attend due to family commitments and I have asked our 1st International Vice President Mr. John O'Byrne to attend and represent International on my behalf.

I have always been impressed with how active the Australasian Branch is within this International organisation and the representation from your branch on our board. Your branch is represented with John O'Byrne as our 1st International Vice President, Mr. Dennis Connor International Director and of course yourself, Mr. Mark Benedetto as International Director. These are not positions within the International organisation that are given lightly and require the persons filling them, as is the case, to have been extremely active within the International organization for numerous years. Their professionalism and work ethic reflects directly on the quality of leadership within the Australasian Branch.

Please take time during this seminar to exchange business cards, make new friends and solidify old friendships. It is through these contacts and friendships that our organization thrives. I have never been to a seminar that I did not learn something new, though at my age I might not remember it. Make sure to attend as many classes as possible so as to expand your knowledge in the Auto Theft arena.

Lastly, during the 60th Anniversary of the International organisation in Kansas City John O'Byrne will become President of IAATI and will lead this great organization for the next year. Please make your plans to be in attendance in Kansas City and celebrate his induction as the 61st President of IAATI.

Enjoy your seminar.

Respectfully,

Joe Brosius
President,
International Association
Of Auto Theft Investigator's



GENERAL INFORMATION

Mobile phones

As a courtesy to speakers and other delegates please turn off or mute all mobile phones before entering any conference session or the seminar dinner.

Name badges

All delegates will be given a name badge on registration. For security reasons, we ask that all delegates wear their name badge at all times. This name badge is your official entrance pass to all sessions, morning & afternoon tea's, lunches, the President's reception and the Seminar dinner.

President's Reception

The President's reception will be held from 6 -8 pm on Sunday 11 March in the 1st floor pre-function area. The reception is an informal event for delegates to meet and renew friendships prior to the formal start of the Seminar. Drinks and finger food will be provided. Attire is casual.

Questions to presenters

If time permits it is the intention that delegates will be given an opportunity to ask a limited number of questions to each speaker at the end of their presentation. However, to be fair to subsequent speakers, we will endeavour to stick as closely as possible to the published timetable. Therefore, if at the end of the scheduled time of each presentation, there is not time for questions, delegates are asked to contact the speaker during the next available refreshment break rather than delay the next scheduled speaker.

Registration Desk

The Seminar registration desk is situated on the 1st Floor, Citigate Central Hotel, 169 - 179 Thomas Street, Sydney. The registration desk will be open:

Sunday 11 March from 5.30 pm to 7.30 pm
Monday 12 March from 8.00 am
Tuesday 13 March from 8.15 am

Seminar and Awards Dinner

The Seminar dinner will be held on Monday night with 30 minutes of pre dinner drinks at 7.00 pm and the dinner commencing at 7.30 pm. During the night there will include a short presentation by Mr Laurie Ratz, Insurance Council of Australia, who will provide an update on the Insurance Fraud Bureau of Australia. The evening will also include the announcements and presentations of the 2012 Branch Awards. This is a special evening and attire is formal.

Session start times

Delegates are asked to be seated by the allocated start times as sessions will run according to the printed schedule. Your attention is particularly drawn to the start time of 8:45 am on day 2.

Speakers

Please contact either Mark Bennedick or Paul Thomas asap if you have a PowerPoint presentation so it can be loaded and tested well in advance of your session.

Special Dietary Requirements

If any delegate has special dietary requirements not recorded on their registration form can you please contact Vice President Mark Pollard as soon as possible so the hotel catering staff can be notified.

Taxis

Some of Sydney's major taxi companies include:

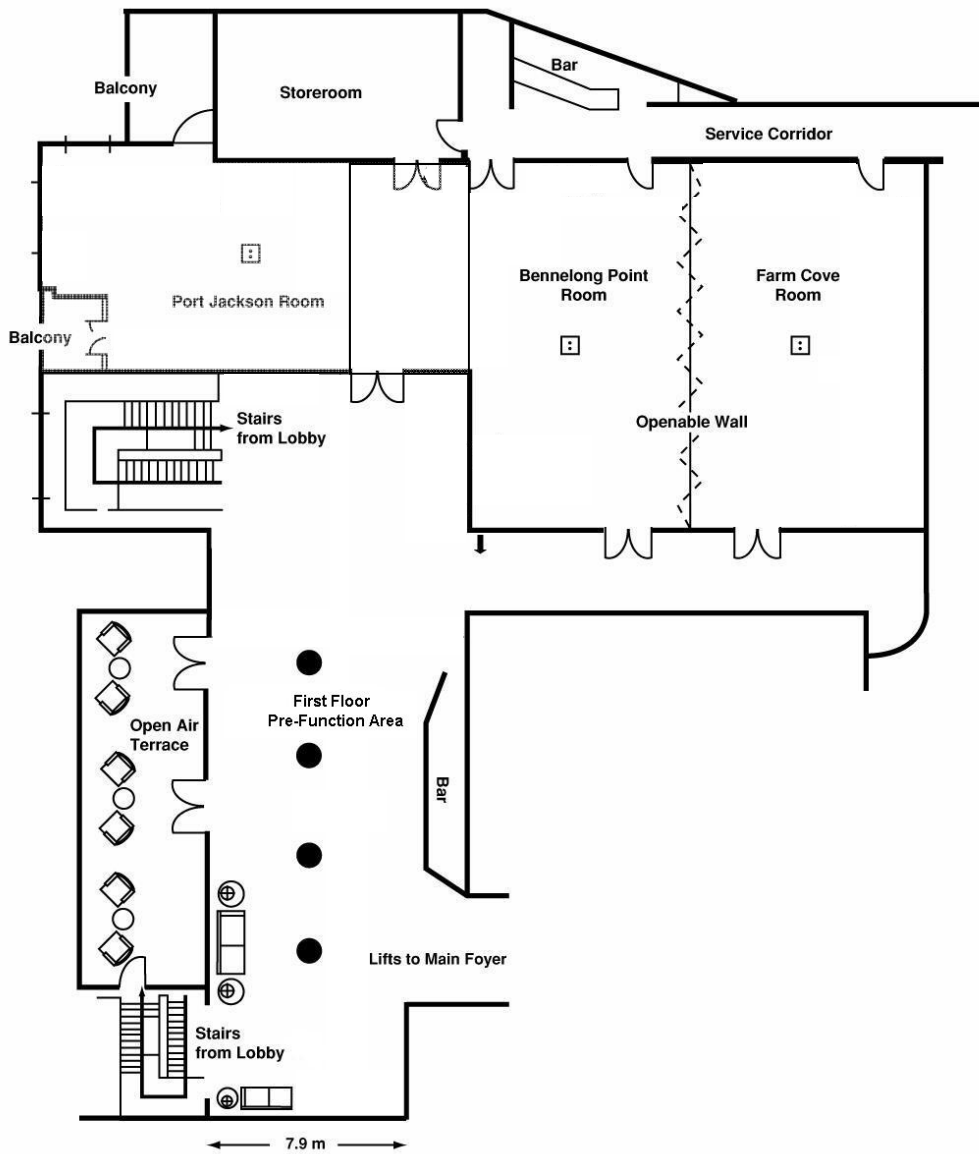
Taxis Combined Services	Phone: 133 300
Silver Service Fleet	Phone: 133 100
Legion Cabs Phone	Phone: 131 4 51



VENUE FLOOR PLAN

The seminar events will all take place on the 1st floor conference facilities at the Citigate Central Hotel, 169-179 Thomas Street Sydney

The presentations and Seminar dinner will be held in the combined Bennelong Point and Farm Cove Rooms, while the President's Reception and exhibitor displays will be held in the pre function area.





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DataDot Technology is a proud supporter and sponsor of IAATI



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CONFERENCE PROGRAM

SUNDAY 11TH MARCH

5.30 pm. Registration Desk Opens

6.00 pm President's Reception

8.00 pm Close

MONDAY 12TH MARCH

8.30 am to 10.00 am Session 1

8.30 am Welcome -
Mark Bennedick, Australasian Branch President & International Director, IAATI

8.35 am Official opening
Commissioner Andrew P Scipione APM, NSW Police

8.40 am "Interagency Cooperation"
Sgt. Michael Day, NSW Police

9.10 am "Auto Theft in Asia: An Insurance Investigation Perspective"
Mr Thinesh Subramaniam, Kurnia Insurans (Malaysia)

10.00 am to 10.30 am Morning tea

10.30 am to 12.15 pm Session 2

10.30 am "A War of Attrition – Who will prevail in the fight against car theft?"
Mr Ray Carroll, Executive Director, National Motor Vehicle Theft Reduction Council

11.15 am "Mobile Voice Signature & Call Recording on the Cloud - The Investigators Business Tool"
Phillip O'Keeffe, National Sales Director, 1300Record

11.30 noon "Insurance case studies"
Mr Chris Loane, Manager Motor Investigations GI, Suncorp Group

12.15 pm to 1.00 pm Lunch



MONDAY 12TH MARCH

1.00 pm to 3.05 pm Session 3

- 1.00 pm “The Fast and Fraudulent. The NICB Approach to Fighting Vehicle Theft and Fraud”
Ms Heidi Jordan , Senior Special Agent, National Insurance Crime Bureau (USA)
- 1.45 pm “DataDot assisting with theft prevention globally”
Mr Ritchie Bloomfield, Global Sales Director, DataDot Technology
- 2.25 pm “Listening for the lie”
Mr Jim Drake, Team Leader – Conversation Management, Centricity CI

3.05 pm to 3.25 pm Afternoon tea

3.25 pm to 5.30 pm Session 4

- 3.25 pm “Latest Cases on Fraud and Indemnity ”
Mr Robert Ishak, Solicitor Director, William Roberts Lawyers
- 4.05 pm “Motor Vehicle Identification”
Mr Craig Sherwood, New South Wales Police
- 4.45 pm Australasian Branch Annual General Meeting

7.00 pm to 11.00 pm Seminar Dinner

- 7.00 pm Pre Dinner Drinks

7.30 pm Seminar Dinner & Australasian Branch Awards Presentations

- 11.00 pm Close



TUESDAY 13TH MARCH

8.45 am to 10.30 am Session 5

- 8.45 am "Operation Ice Puma & Project Gypsy"
Det. Sgt. Renee Kurtz & Det. Naomi Cornish, Queensland Police)
- 9.15 am "Preparing a Fraud Case for the Financial Ombudsman Service (FOS)"
Don O'Halloran, Financial Ombudsman Service
- 9.45 am "The future of the independent insurance investigator in Australia"
Mr Robin Ryan, Crux Group

10.30 am to 10.50 am Morning tea

10.50 am to 12.30 pm Session 6

- 10.50 am "The Serial & Creative Victim"
Ross Morson & Murray Fawcett, Suncorp Insurance
- 11.30 pm "Digital Evidence"
Mr Nigel Carson, KordaMentha
- 12.15am "A New Tool For Analysing Theft Data"
Mr Graham Bath, Comprehensive Auto-theft Research Systems (CARS)

12.30 pm to 1.15 pm Lunch

1.15 pm to 3.05 pm Session 7

- 1.15 pm "Case Study: Strike Force Burindi"
Det. Insp. Andy Waterman & Det. Sen. Const. Matthew Napper, NSW Police
- 1.55 pm "Instant National Vehicle Theft Data now live"
Greg McQuaid, MotorWeb
- 2.25 pm "Vehicle identification"
Mr Gerry Bashford

3.05 pm to 3.25 pm Afternoon tea

**TUESDAY 13TH MARCH****3.25 pm to 5.00 pm Session 8**

- 3.25 pm “Fast Tracking Fraud Detection with RA7”
Mr Philip Sein, Telstra
- 4.05 am “Forensic Document Analysis”
Mr Paul Westwood, Forensic Document Services Pty. Ltd.
- 4.55 pm Seminar Close
Mr Mark Bennedick, IAATI Australasian Branch President

2013 Seminar Speakers

Is there someone really special that you would like to hear at next year’s Seminar? If so please include their name and details on the feedback form included in your satchel.

Next year’s Australasian Training Seminar will also be our 20th Anniversary as a Branch and we really want to have an extra special seminar. So if there is anyone that you would really like the invite, whether they be local or international please tell us now so we can try and secure them for our big birthday celebration in 2013.

Likewise, if you have any ideas for workshops, site visits, demonstrations or any type of classroom activity help us celebrate our 20th Birthday in style and include your ideas on the feedback form or contact Mark Bennedick directly via president@iaatiaus.org .

Celebrate with us in Italy in 2013

2013 will also be a very special year for another reason. Our own former Branch President, John O’Byrne, will be presiding over the 2013 International IAATI Seminar as International President.

John, who is expected to take up his one year term as International President in Kansas City in August this year, will be International President for a 12 month period ending at the close of the 2013 International Seminar which is scheduled to be held in the Italian seaside City of Riccione. To celebrate this milestone a number of Australasian Branch members and their partners are planning to travel to Italy. So why not join us as and take the opportunity to combine attendance at the 2013 International Seminar and an European holiday in one trip.

If you need a further incentive to join us then please note that Riccione is just 120 kms away from Bologna, where visitors can take factory and museum tours of some of Italy’s most famous manufacturers including Ferrari, Lamborghini, Pagani, Maserati and Ducati.



WISH YOU'D CHECKED YOUR USED CAR WAS LEGIT

Combating profit-motivated theft continues to be a primary focus of the National Motor Vehicle Theft Reduction Council (NMVTRC).

The NMVTRC places a strong emphasis on tackling the major structural weaknesses in our government and industry practices and policies that allow profit-motivated thieves to continue to ply their trade.

Our key strategies are aimed at disrupting the separated parts and vehicle laundering markets and include such initiatives as:

- developing new damage assessment criteria for the management of written-off vehicles (WOVs) to better meet the system's current and future needs;
- the establishment of Inter-agency Task Forces to gain new insights into the trade in separated parts and the extent of unlicensed trading, sub-standard repairs and criminal manipulation of WOV practices; and
- continuing to promote better access to vehicle status information for consumers such as the introduction of the Personal Properties Security Register.

Ultimately, sustainable theft reduction requires action across a broad range of disciplines and our objectives can only be effective if supported by active and specialist vehicle theft investigation. The NMVTRC is proud to be a long time supporter of IAATI.

The NMVTRC is an initiative of all Australian governments and the insurance industry. We strive to deliver the lowest rate of vehicle theft in the developed world.

Join the fight against vehicle crime by keeping in touch with the NMVTRC's many initiatives at www.carsafe.com.au



National Motor Vehicle
Theft Reduction Council



SPEAKER BIOGRAPHIES



Commissioner Andrew P Scipione APM joined NSW Police in 1980 following a period of employment with the Australian Customs Service. During his time with the NSW Police Force, he has held a range of positions and appointments. Following experience in general and traffic duties he worked as a detective in the CIB and Bankstown Detectives. He was subsequently seconded to the National Crime Authority in 1985. In 1992 he was appointed to the rank of Detective Inspector at the Joint Technical Services Group and in 1995 was promoted to the rank of Detective Superintendent (Commander) at the Special Technical Investigation Branch (formerly JTSG). During the period 1992 to 1998, he was also a Senior NSW Police Counter Terrorist Advisor to SAC-PAV. In 1998 he was appointed to the position of Chief of Staff to the NSW Police Commissioner and in 2001 was appointed as the Assistant Commissioner in charge of Special Crime & Internal Affairs. He was appointed as Deputy Commissioner in February 2002 and as Commissioner of Police on 1 September 2007.

Commissioner Scipione is a recipient of the Australian Police Medal and the National Medal. He holds a Masters Degree in Management (Macquarie University) a Graduate Diploma in Police Management (Macquarie University) and a Graduate Certificate in Security Management (Edith Cowan University). He is a Fellow of the Australian Institute of Management, a Member of the Australian Institute of Company Directors and a Graduate of the FBI National Executive Institute.

Sgt. Michael Day graduated from the NSW Police Academy at Goulburn in May 1997 and was first stationed at Macarthur Local Area Command where he performed General Duties at Camden Police Station and later transferred to Cabramatta Local Area Command. In July 2000 he commenced investigative duties at the Greater Hume Anti Theft Squad / Target Action Group. In February 2002 Michael commenced duties as an analyst at the Drug Squad, State Crime Command. In October 2005 he commenced criminal investigation duties at the Drug Squad. On the 31 December 2007 Michael received his designation as a Detective.

In December 2009 Michael was promoted to the rank of Sergeant and was transferred to the Intelligence Unit at the Property Crime Squad. He performs the role of Team Leader at the Property Crime Squad and is responsible for strategic assessments into motor vehicle theft and re-birthing into this state including co-ordinating the production of the now bi-annual Motor Vehicle Report. Michael was the Senior Analyst attached to Strike Force NELME which was an interagency task force established to examine and assess the stolen parts trade in NSW and involved personnel from the Property Crime Squad, NSW Police Force, NSW Fair Trading and the NSW Roads & Traffic Authority. Michael prepared the Final Report into the findings of Strike Force NELME.



Thinesh Subramaniam obtained his first degree in Business Administration in the year 2000 and subsequently pursued his MBA specialized in Insurance in 2004. Later, he qualified as a Certified Fraud Examiner (CFE) in 2005; and he is also a member of the Council of International Investigators (CII).

Subramaniam has twelve years of experience in claims management, specialized in anti fraud areas. He has gained valuable investigation experience in various large motor vehicle losses including Theft, Third Party Bodily Injury, and Property Damage Claims, Personal Accident, Underwriting Fraud, and also other classes of insurance; which have covered a wide spectrum of industries. He has also been involved in providing litigation support and has appeared in court of law as an expert witness in relation to his fraud investigation as well as fraud examiner. Apart from insurance claims investigation and anti-fraud exercises; he is also engaged with special assignments affiliated with government law enforcement agencies

Continued over the page



Thinesh is also responsible for the development and delivery of training products and he has delivered training to insurance organizations and educational establishments in the Malaysian market on such matters as the fraud management, investigation as well as claims management. He has been active in conducting training and courses in insurance fraud investigation and management in Malaysia and presented at various international conference papers on the subject matter of insurance fraud. Presently, he is heading the Fraud Investigation Unit (FIU). The division is responsible for providing technical support in all areas of claim investigation and operations, from initial detection, investigation with preparation of the case with evidence leading to be heard at court of law, or amicable settlement of claims.



Ray Carroll was appointed Executive Director of the NMVTRC when it was formed in 1999. During twenty two years with the Victoria Police, Ray served in various areas of criminal investigation and in his later years of service specialised in crime prevention through his role as manager of the Force's crime prevention bureau.

Ray was the principle author of the National Motor Vehicle Theft Task Force's final report which constituted a comprehensive vehicle theft reduction plan that led to the formation of the Council

Australia's successes in vehicle crime reduction have been recognised internationally and in recent years Ray has consulted on national strategy development in Europe, South Africa, Taiwan and the United States.

During a decade of implementing strategic barriers to profit motivated vehicle crime we have seen criminal methodologies continually adapt to bypass these barriers. Countering these new methodologies requires ever greater levels of intervention in regulatory and business processes. This presentation examines the potential limits of these interventions.



Philip O'Keeffe is the National Sales Manager and joint founder of 1300 RECORD – Australia's first, most affordable outbound digital telephone call recording service. Philip discovered that for the majority of Australian businesses this was complex, under-utilised and extremely cost prohibitive. With more and more organisations requesting employees work from home and or in mobile offices, and with business efficiencies becoming more and more vital, it became evident that Australian businesses required a greater level of due diligence in the field.

In July last year, 1300 RECORD was launched – a new and affordable service that allows businesses and consumers to record phone conversations that can be securely stored indefinitely and can be downloaded or sent via email, bringing a new level of professionalism into Australian businesses.

Philip is passionate about the value that 1300 RECORD can add to Australian businesses today; making businesses more efficient and productive by accurately recording important landline or mobile telephone conversations, including conducting interviews, reviewing or completing contracts, coaching and training staff for improved performance. Now, with no need for technological hardware or software, remembering call details and information is within the financial reach of any business.



Chris Loane has an extensive background in the law and in investigations, having previously worked in the Queensland Courts, and the Queensland Police for almost 20 years, where he served as an Inspector from 1998. Chris has been both a Barrister and a Solicitor in private practice in Queensland since leaving the Police. He holds a Master Of Insurance from Deakin University; a Bachelor of Arts from Griffith University with Majors in Justice Administration and Adult Education; he has completed the Queensland Barristers Board Examinations with 2nd class Honours; completed the Bar Practice Course at QUT, and also holds an Associate Diploma of Business Management and has undertaken a Diploma of Commercial Property Management. Chris is a Fellow of ANZIIIF.

He previously worked for AAMI Insurance, where he held roles as the Manager of Insurance Investigations, Claims Administration Manager, and Business Administration Manager. Chris joined Suncorp in March 2008 as the Manager of Insurance Investigations. Chris is currently the Acting Executive Manager Fraud & Investigations for the Suncorp Group, which provides an Investigations function across all Brands and Products in both Personal and Commercial lines of business.

In the past 3 years Chris has presented at the IAATI International Conference held in Sydney in August 2008; at a National symposium held by the Australian Crime Commission for the Financial Services Industry in October 2008; at a National Vehicle Crime Conference conducted in Brisbane in February 2009 by the Queensland Police Service Organised Crime, Auto Theft Unit; at the Geni Seminar in Brisbane in November 2009; at the IAATI seminar on *Vehicle Theft Detection, Investigation & Prevention* held in Perth in October 2009 and again in Brisbane in March 2010. Chris also presented to the ANZIIIF Sunshine Seminar held at the Gold Coast in October 2010 on issues relating to Insurance Fraud and at the Queensland Police inaugural Marine Crime Conference in 2011



Heidi Jordan is IAATI's 4th International Vice President and is also a Senior Special Agent with the National Insurance Crime Bureau (NICB) where she has worked for 17 years.

She is currently assigned as a liaison with law enforcement at the local state and federal levels involving vehicle theft and fraud investigations for the States of Maine, New Hampshire and Vermont, including Canadian border related crimes.

Heidi's credentials include:

- Auto Theft Instructor: New Hampshire Police Standards and Training Academy
- Past Instructor: NICB Special Investigations Academy
- Extended Trainer for NICB (providing training to insurance industry personnel and law enforcement at local and federal levels.)
- Past President: International Association of Auto Theft Investigators, Northeast Chapter
- Recipient of the Roger Overton Award for Vehicle Identification
- Recipient of the NICB President's Award of Excellence
- Member of the International Association of Special Investigation Units, New England Chapter.

Prior to joining NICB, Agent Jordan was employed in the insurance industry for eight (8) years, investigating claims involving fraud, complex coverage issues and fatalities.



Ritchie Bloomfield is the Global Sales Director for Datadot Technology based at the company's Sydney Headquarters. Ritchie commenced his career in the electricity transmission and distribution industry including hands-on and engineering roles in substation maintenance and substation design.

With a passion for technology and business, he then pursued roles with several of the world's largest manufacturers of electrotechnology equipment including ABB, Pirelli Cables and an electric motor manufacturer with Australasian responsibility for significant sales and marketing teams. The next phase in Ritchie's career was in the hiring, leasing and fleet management of motor vehicles, plant and equipment to the construction, mining and government sectors. This included National Sales and Marketing roles with Coates Hire and ORIX.

Prior to joining DataDot Technology, Ritchie was the VP Sales and Marketing for CAP-XX, a publically listed electronic component manufacturer responsible for managing their global distributor network and worldwide sales and marketing activities.

Ritchie holds an Electrical Engineering Diploma, a Bachelor of Business in Marketing from UTS and an Executive Certificate of Business Administration from the Monash University.



Jim Drake is originally from the UK where he worked as a Technical Claims Evaluator for First Assist Insurance Services. He was recruited by Centricity Ci to head up their new Conversation Management team which is already achieving some significant results. In the UK, Conversation Management is recognised throughout the insurance industry as a cost effective way of managing low value claims. Jim's knowledge of telephone and desktop investigations is exceptional across creditor and health insurance claims and those methodologies are now being used by Centricity's in-house claims team. Jim will share with you some of the many skills and techniques he has honed over the past few years.

"Listening for the Lie" - Conversation management is an invaluable tool for both claims handlers and investigators. Used effectively, trained analysts can quickly recognise fraudulent activity while fast tracking genuine claims. The skills and techniques used to decipher deceptive language and analyse memory recall can accurately identify red flags or areas that may prompt further investigation.



Robert Ishak is a Solicitor Director at William Roberts Lawyers. William Roberts employs more than 30 litigation lawyers and has offices in Sydney, Melbourne and Singapore.

Robert has an Accounting degree and a Masters in Law and is an experienced Commercial Litigator appearing in most jurisdictions. In 2003 and 2004, Robert conducted weekly seminars at the University of Western Sydney in Commercial and Corporations Law. In 2002 - 2006, Robert was a member of the Litigation, Law & Practice Committee of the New South Wales Law Society. Robert is also a Judge of the Manfred Lachs International Space Law Moot, life member of the Golden Key International Honours Society, member of the Australian Life Underwriting and Claims Association, and member of the Australian Insurance Law Association.

With 7 years experience in insurance fraud litigation, Robert will discuss the latest Court judgements in fraud and indemnity matters.



Craig Sherwood Craig was born in Christchurch, New Zealand and is a qualified spray painter by trade. When 20 years old he travelled to London where he up-skilled his trade. Craig travelled the world for 4 1/2 years before settling down in Australia. He has been involved in the motor vehicle repair industry for over 25 years spray painting and panel beating motor vehicles in workshops. Due to his trade as a spray painter he developed a keen eye for detail which is an imperative when examining motor vehicles. Craig joined the NSW Police Force in 2006 as a Scenes of Crime Officer in the Engineering Investigation Section specialising in vehicle identification.

Since joining the Police Force he has been heavily involved in the identification of motor vehicles in strike force investigations undertaken by the Motor Unit, Property Crime Squad and the Middle Eastern Organised Crime Squad including Strike Forces PUTLAND, BURINDI, OLIVERI, GRANITE and OLYMPIANS. Craig works closely with investigators and Police at all levels including those attached to the State Crime Command and Local Area Commands. He also delivers training to Crime Scene personnel and other Police in vehicle identification.



Laurie Ratz is Special Risks Manager, Insurance Council of Australia & the Insurance Fraud Bureau of Australia. He served 28 years in the Victoria Police including three years as a Chief Investigator with the National Crime Authority. In 1998 Laurie resigned with the rank of Detective Chief Inspector to manage the Loss Prevention, Corporate Security and Training portfolios of Qantas Group Security.

In December 2007 he took up his current position with the Insurance Council of Australia as the Special Risks Manager and is the permanent Chair of the Insurance Fraud Bureau of Australia and responsible for the coordination of the general insurance industry's response to insurance fraud and crime prevention.

Laurie has a Post Graduate Degree in Criminology (Melbourne University) and an Advanced Certificate in Aviation Security (University of Western Sydney). He holds the National Medal and the Victoria Police Medal.



Detective Sergeant Renee Kurtz has in excess of 11 years service within the Queensland Police Service and is currently attached to the Vehicle Crime Unit within the Organised Crime Unit, Brisbane. During her career, 9 years of which has been as a Detective, Detective Sergeant Kurtz has worked throughout Queensland and has a wide range of experience to draw from.

Operation Ice Puma was a QPS led investigation into an organised crime syndicate operating between Queensland and New South Wales involved in the theft and rebirthing of vehicles. This case study will address the multi-faceted investigation utilised to identify, investigate and dismantle the syndicate.



Detective Sergeant Naomi Cornish has in excess of 17 years with the Queensland Police Service and is currently attached to the Vehicle Crime Unit within the Organised Crime Unit, Brisbane. During her career, Detective Sergeant Cornish has performed duty as a surveillance operative and for the last 11 years has worked within numerous squads within the State Crime Operations Command.

Project Gypsy is the QPS response to the identified increase in caravan and camper trailer theft. This presentation will address the emerging crime trend along with strategies being developed to identify and decrease thefts.



Don O'Halloran was appointed as an Ombudsman at FOS in July 2010. Prior to coming to FOS, he was a full-time Member at the Victorian Civil and Administrative Tribunal (VCAT). During his four years at VCAT, he sat in the Civil, Occupation and Business Regulation and Guardianship lists. Before working at VCAT, he was a specialist insurance litigation partner in a large Melbourne legal firm for 21 years.

Don has a Masters of Law from the University of Melbourne and he is the former Legal Member of the Chiropractors Regulation Board and former Treasurer of Headway Victoria.



Robin Ryan began in the insurance industry with Auto Fire & General Insurance Limited, Melbourne in the Underwriting Department and after training in all facets of General Insurance Underwriting, was then transferred to the Endorsement & Renewal Section. Robin moved to South British Insurance Limited, Melbourne (now CGU) where he spent the next 3 years in claims; Motor Vehicle, Workers Compensation, Home Insurance and Public Liability attaining the position of Claims Supervisor. He then became a Trainee Investigator in CTP Claims for RACV Insurance, The State Insurance Office and the Incorporate Nominal Defendants Office before branching into Motor Vehicle/Home Insurance

Fraud and Public Liability Claims Investigations. Robin has been a principal working Director and Shareholder for one of Melbourne's major insurance investigation companies since 1981, and has a wide variety of expertise in the investigation and management of staff involving the investigation of all types of Fraud, Liability, General Insurance, Motor Vehicle, Home, Public Liability, CTP and Workers Compensation claims both factual and surveillance. Robin has personally investigated all types of General Insurance Claims, managed a busy investigation business and supervised investigators to be one of the most respected private investigators in Victoria. He is the lead investigator of our Corporate Head Office in Melbourne.



Ross Morson is a Senior Investigation Advisor with Suncorp Insurance. Ross started his working career in the automotive and metal manufacturing industries before joining the NSW Police Force where he worked in a number of disciplines including criminal investigation. In 1980 he entered the insurance investigation field and operated Morson Investigations up until 2002 when he joined Suncorp Metway Insurance Limited in the capacity of a specialist advisor in the then acquired GIO General Limited Commercial, Liability, Injury teams Sydney office. In 2003 he was relocated to Brisbane and commenced a similar role with the Insurance Investigation teams. During his career within the insurance industry he

attained Associate Level and is currently a distant education student at Charles Sturt University (you are never too old to learn is Ross's motto).

Murray Fawcett has been in the smash repair industry for approx 33 years and is a licensed panel beater. Murray is a member of the Institute Of Accident Assessors and the Society Of Automotive Engineers. He worked in various panel beating and truck repair shops, the last 4 years of which he was responsible for managing staff, performing damaged vehicle quotations, liaising with insurance companies and assessors and dealing with customers and spare parts suppliers. In 1986 Murray joined GIO insurance as a Motor Vehicle loss Assessor and worked there for 11 years before taking up an offer of employment as a Motor Vehicle Loss Assessor with Suncorp Metway, giving him a total of over 24 years experience with these two companies. During this time he has held various roles which included, motor assessor, quality control and rectification assessor, fraud detection assessor, senior assessor, acting assessing manager, and currently Assessing Supervisor of Moorebank MVAC and regional areas and Audit Assessor. He has assessed all damage profiles on motor cars, motor bikes, trucks, trailers, caravans and heavy machinery and has also been called upon many times to present evidence in court.



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Nigel Carlson is a Partner at KordaMentha where he is responsible for the management and delivery of Forensic Technology services, including computer forensics and e-discovery, for KordaMentha clients in the Asia-Pacific.

Nigel has over 23 years' forensic investigative experience, including 14 years in the area of computer forensics. He has provided computer forensic expert opinion and testimony to multiple Australian courts and tribunals in matters involving copyright infringement, fraud, drug supply, child protection, homicide and cybercrime. Nigel's qualifications included a Bachelor of Science in Computer Science and Applied Mathematics, Certificate IV, Government (Investigation), Certificate III, Investigative Services, Certificate in Computer Search and Recovery, Canada Revenue Agency, Microsoft Certified Systems Engineer (MCSE), EnCase Certified Examiner (EnCE) He is a member of High Technology Crime Investigation Association (HTCIA) and the Society for Computers and the Law, New South Wales



Graham Bath is the Database Manager with the Comprehensive Auto-theft Research System (CARS). He commenced with CARS in July 2000 and is responsible for managing the database and further development and maintenance of the CARS web applications. Graham has Information Technology industry experience through contract and permanent positions in both Adelaide and Canberra.

Graham's interests include business intelligence and gaining insight into business data through data visualisation techniques such as interactive data driven reports, graphs and maps. His qualifications include a Postgraduate Certificate in Spatial Information Science (University of Adelaide) and an Associate Diploma in Computer & Information Science (University of South Australia).



Det. Insp. Andrew Waterman graduated from the NSW Police Academy in December 1980 and was first stationed at North Sydney Police Station. He then commenced criminal investigation training duties in September 1982 at North Sydney, Ryde and Eastwood Police Stations before obtaining a permanent criminal investigation position at Central Detectives Office in May 1983.

On the 20 February 1986 Andrew obtained his designation as a Detective. In July 1998 he transferred to the Motor Unit, Major Crime Squad North where he undertook investigations including an organised criminal syndicate involved in the re-birthing of Porsche motor vehicles involving California, USA. From 1991 Andrew was attached to the Homicide Squad.

In December 2007 he was promoted to the rank of Detective Inspector and was transferred to the Property Crime Squad where he took up the position of Investigations Coordinator in charge of the Motor Unit. Since that time he has led his team of dedicated Detectives regarding investigations into organised motor vehicle re-birthing including Strike Forces SHIPROCK, RESTELLA, PUTLAND, OLIVERI, BURINDI and GRANITE. Andrew recognises the tremendous work of his team in targeting crime syndicates involved in organised motor vehicle theft and re-birthing.



Det. Sen. Const. Matthew Napper graduated from the NSW Police Academy at Goulburn in May 1998 and was first stationed at Penrith Local Area Command where he performed General Duties. In January 2002 Matt transferred to St Marys Highway Patrol where he performed Highway Patrol duties before moving to Penrith Highway Patrol in December 2004 as part of a Highway Patrol amalgamation. In July 2005 Matt commenced Criminal Investigation Duties with St Marys Detectives.

Continued over the page



In October 2007 he received his Detectives Designation. Whilst at St Marys Detectives Matt investigated a number of serious offences including armed robberies, sexual assaults and a homicide in which he was the lead investigator. During this time Matt also completed a 6 month secondment with the Metropolitan Robbery Unit. In March 2009 Matt into the State Crime Command where he took up a position Property Crime Squad, Motor Unit.

Since joining the Motor Unit, Matt has been involved in a number of Strike Forces including Strike Force PUTLAND and OLIVERI that have been established to investigate organised motor vehicle re-birthing syndicates. Matt is currently the lead investigator of Strike Force BURINDI which he is still actively investigating today. Matt has recently completed the Sergeant Promotion Program and hopes to be promoted to the rank of Sergeant in the very near future.



Greg McQuaid is the Business Development Manager with Motorweb Australia. MotorWeb was appointed as the official broker to commercialise real-time NEVDIS vehicle information for the Australian insurance market, for WOVR, registration status information, and much more. With over a decade of experience in the commercial delivery of Government vehicle information in New Zealand, MotorWeb are experts in their field.

After a successful pilot with Suncorp, Allianz and Budget Direct, the new service allowing instant access to the Austroads NEVDIS database is now commercially available to the insurance market. Any registered vehicle in Australia can now be queried by plate, to deliver immediate transport authority vehicle data, stolen & WOVR details, along with manufacturer and optional PPSR information. Greg will detail how the system works, and what's in for motor investigators.



Gerry Bashford is Managing Director of VINSPECT vehicle inspections which also incorporates Forensic Vehicle Inspections. He is licensed by VicRoads to conduct Vehicle Identity Validation (VIV) inspections and also carries out specialist vehicle examinations for the Insurance Industry. Gerry started VINSPECT in 2007 after 'retiring' after 32 years with Victoria Police including 17 years with the Stolen Motor Vehicle Squad/Organised Motor Vehicle Theft Squad. In 2007 he became the first member of Victoria Police to be certified as a Vehicle theft expert.

Gerry has been heavily involved in Motor Vehicle crime training for the past 20 years including training courses throughout Australia, New Zealand, Canada, USA, and Pakistan. He has been an IAATI member since 1990, is a founding member of the Australasian branch of IAATI, and the only person to have attended every Australasian annual conference. Gerry's presentation will cover basic vehicle identification and inspection.

Philip Sein is a Marketing Development Manager for Contact Centre Solutions with Telstra. He acts as a subject matter expert within this area as well as developing strategies for growing this market segment for Telstra. Philip brings in partners, manages and works with them during the full sale cycle and implementation of projects in his solution domain. He has been involved in contact centres since 1994 and technology since 1984.

RA7 is a proven and effective tool for minimising Fraud and is used amongst many industries including Underwriting and Risk assessment. Using this tool will help you identify and confront fraud more effectively and efficiently than ever before. Companies can fast track low risk claims for more efficient servicing delivering greater customer service while highlighting those that are deemed to be medium to high risk for immediate investigation.



Paul Westwood is Principal Forensic Document and Handwriting Examiner and Managing Director of Forensic Document Services Pty Ltd. Previously he was former Director of the Document Examination Sections of the Commonwealth Police, Australian Federal Police and the Australian Department of Immigration & Ethnic Affairs.

Consulted regularly by State and Federal government departments and instrumentalities in Australia as well as numerous legal firms, banks, financial and auditing institutions both in Australia and overseas. Extensive court experience throughout Australia and overseas spanning a period in excess of thirty years. Occasional lecturer on document examination at the University of Sydney, Centre for Continuing Education; Australian National University Legal Workshop; Charles Sturt University, NSW Police Academy Campus. Regularly attends and participates in national and international meetings in this area of forensic science.

Authored the chapter on Document Examination in the Law Book Company's loose leaf publication "Expert Evidence" published in 1993; author of the article "Document Examination" in the publication Expert Evidence in Family Law published in 1999. Co-author of the article "Document Analysis – Handwriting" in the Encyclopaedia of Forensic Science (Academic Press, 2000). Regularly co-presents courses on the applications of forensic document examination to investigators and lawyers.

Awarded the Medal of the Order of Australia in 1982 for services in the field of forensic document examination whilst a member of the Australian Federal Police. Awarded the National Medal in 1984 in respect of police service. Holds the degree of Bachelor of Laws, and a Diploma in Document Examination from the Forensic Science Society of the United Kingdom.

Foundation member of the Australasian Society of Forensic Document Examiners. Former President and Secretary of that Society. Corresponding Member of the American Society of Questioned Document Examiners. Member and Registered Forensic Practitioner of the Australian & New Zealand Forensic Science Society and Member of the Forensic Science Society of the United Kingdom.



MAURICE J KERRIGAN & ASSOCIATES INVESTIGATORS

Background

Established in 1980, Maurice J. Kerrigan & Associates Pty Ltd has one of the largest teams of specialist licensed investigators within Australia.

Our company has extensive experience in the investigation of General Insurance claims for major insurers, offering investigative services for motor claims including vehicle theft, collision, fire and malicious damage. We also investigate domestic and commercial property theft, burglary, arson and marine claims.

Our company is utilised throughout Australia by Workers Compensation Insurers, Self-Insurers, Government Agencies, Legal firms and Insurance company covering all investigation types.

Maurice J. Kerrigan & Associates offer extensive charge out centres in all capital cities and major regional areas throughout Australia which enables cost effective, timely, quality controlled professional reports that will withstand the highest scrutiny.

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IAATI Accredited Investigator Program

Maurice J. Kerrigan and Associates has long been committed to the development and enhancement of the profession of investigator.

In keeping with our long practiced contribution to the industry we are committed to facilitating the International Association of Auto Theft Investigators – Australasian Branch (the Association) Accredited Investigator program.

Accreditation is open to licensed investigators; a range of law enforcement professionals including intelligence, investigative and technical specialist; government regulators; insurance professionals in claims and assessing; and technical support personnel.

Accreditation is awarded based on membership of the Association, competence, experience and contribution to any activity targeted at identifying and investigating auto theft, reducing auto theft and its attendant criminal activities, and education and community activities related to auto theft reduction.

Applications can be downloaded from www.kerrigans.com.au – click on the “Training” tab.

Registered Training Organisation

Under the Australian Quality Training Framework (AQTF), we provide investigator training and certification to Certificate III in Investigative Services and Certificate IV in Government Investigations.

As at RTO we have involvement in the development of investigation, industry and client standards; and input into licensing requirements for investigators. Training can be provided on-line, face to face, distance learning or blended.

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Auto Theft Certification Program

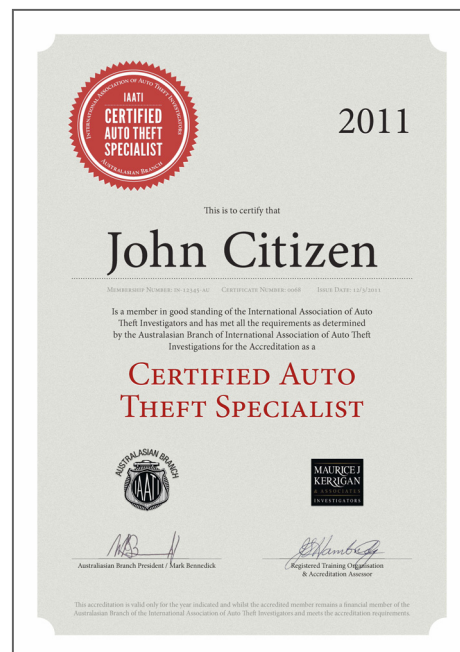
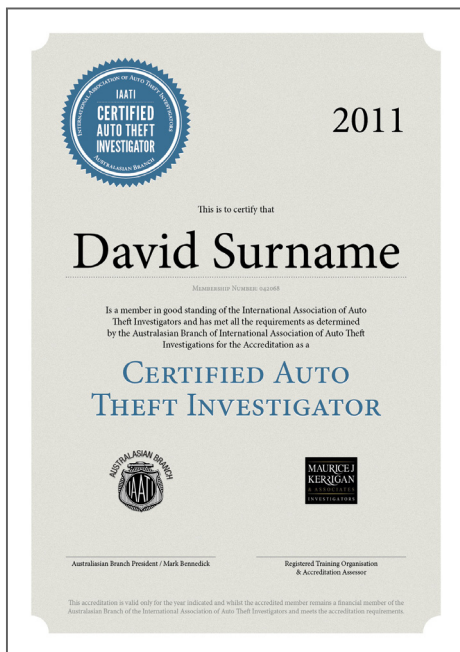
The Australasian Branch of the International Association of Auto Theft Investigators has established a Certification program for members. The Branch has partnered with a Registered Training Organisation (RTO) Maurice J Kerrigan & Associates Pty Ltd as an independent assessment body to review applications against the Auto Theft Certification program competencies.

Members can now have their knowledge, expertise and qualifications acknowledged by taking part in the Australasian Branch's accreditation program. The certification program is available to IAATI members working in the fields of law enforcement such as Investigations, Intelligence, and Forensics, members from the insurance industry such as Licensed Investigators, Claims Officers or Claims Assessors, members working for Government Authorities and Regulators and members that are Technical Specialists.

Details of the Certification Program and the Certification Kits can be downloaded from the RTO's web site www.kerrigans.com.au. Go to the web site and click on the training tab. Applicants need to register their details to access the applications under 'Products and Services' on the Kerrigans Training Portal.

For more information about the accreditation program email your questions to accreditation@iaatiaus.org

Book your Auto Theft Certification Assessment by emailing training@kerrigans.com.au.





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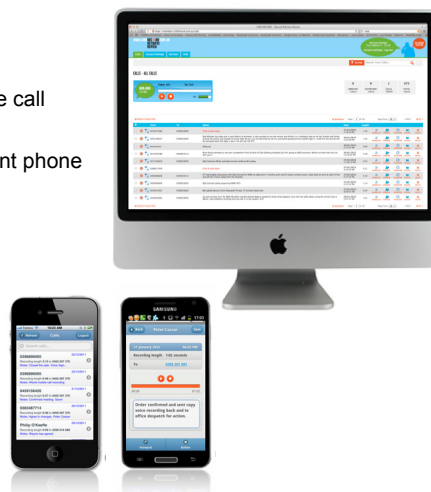
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Established in 1998, Visual Analysis is a Software Sales and Services company that specialises in Data Visualisation and Analysis for the Intelligence and Investigations market. Visual Analysis staff are a dynamic team of intelligence professionals with proven industry experience in law enforcement, compliance, defence and the private sector.

We are proud to be the sole authorized distributor for i2 Limited; distributing its products, services and accredited training to support markets in Australia, Africa, Asia and Oceania.

i2 Limited: Founded in 1990, i2's suite of software have provided analysts and investigators with user friendly and highly effective solutions to search, visualize, analyze and share intelligence essential to their investigations. i2's products help to quickly uncover connections, associations and patterns hidden within data; allowing results to be easily communicated for quick, decisive action.

Visual Analysis also have our own customised software solutions such as TAPS – Telephone Call Processing, SIMPull – Forensic Data Extraction from mobile phone SIM cards, Transaction Analyser – financial data analyser and GPS Analyser – GPS tracking & visualization. These are used by the various National and State Law Enforcement organisations.
