

Industry News Update

Counterfeit Crane Detected \$450K Fraud Claim

by Daniel Burke – Managing Director Adjuster Corp

After a 4-month investigation, Adjuster Corp investigators, under the guidance of Managing Director Daniel Burke, have detected a \$450k fraudulent Arson claim involving a counterfeit Tadano GT550E.

The investigation took place in the outer suburbs of Melbourne, commencing January 2017, after an Arson claim was received by insurers. The claim involved the Arson of two mobile cranes and a prime mover.

The initial police investigation conducted by Arson detectives, failed to identify any suspects or anomalies with the version of events provide by the insured.

Adjuster Corp investigators inspected the arson scene in the days after the incident and immediately identified some concerning fraud indicators, including but not limited to, the location and configuration of equipment and anomalies in the standard OEM design of the Tadano Crane.

Intuitive, profile driven investigative interviews were subsequently undertaken with the insured directors. The targeted interview questions resulted in the insured directors displaying clusters of verbal and non-verbal deceptive indicators especially when questioned on their involvement.

Targeted documentation was then sought from the insured entity and research was undertaken with the Japanese based OEM subject to authenticity concerns surrounding the Tadano GT550E.



After close consultation with the OEM, including provision of serial numbers, part numbers and photographs of component parts. The OEM confirmed the suspicions held by Adjuster Corp investigators in that the crane was a counterfeit which had most likely been manufactured in China and illegally branded as a genuine Tadano. Further information confirmed the insured entity had been unable to road register the Tadano crane and it could therefore not achieve industry compliance.

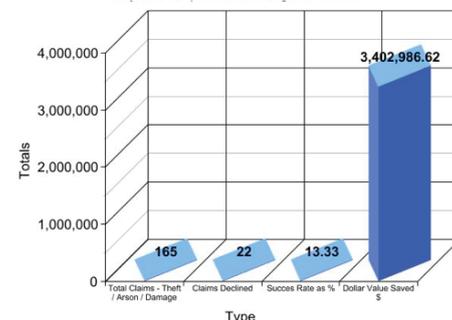
Despite the insured suggesting the machine had been working and making income, time-lapse aerial imagery and background checks confirmed this to be misleading.

Further checks confirmed repayments on the Tadano crane were 6 months in arrears. Insurers denied the claim and the matter was referred to police.

\$3.4 Million saved by one insurer in just 18 months since the appointment of Adjuster Corp

The figures are in for one of Australia largest plant and equipment insurers. Over an 18-month period, since being

appointed as exclusive service providers, Adjuster Corp has been responsible for the detection of 22 misrepresented claims demonstrating a strike rate or 13.33% saving the insurer a 'game changing' total of \$3.4 million in potential settlements.



Adjuster Corp is now servicing the New Zealand market

We are pleased to advise that two of New Zealand's biggest insurers are now enjoying the full suite of investigative services offered by Adjuster Corp.

For further enquires contact Group Managing Director, Daniel Burke. daniel@adjustercorp.biz