5 ways insurance brokers can protect clients

Prevent identity theft

Be clear about how and when you will communicate and handle the collection of their personal information, to ensure security.
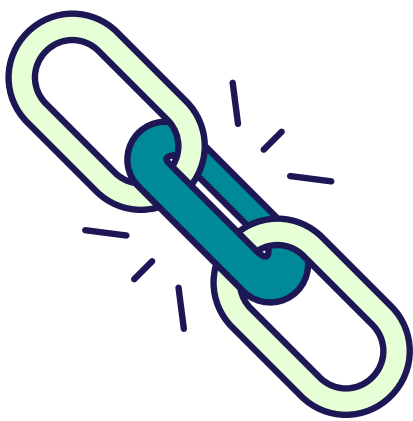
Document any changes

Ensure that any policy changes are properly documented. This protects you and your client.

Cross-check information

Regularly cross-check information with trusted third-party sources to help prevent fraud and protect your clients and your business.

Use secure systems

Implement secure communication channels and data protection measures to safeguard sensitive client information.
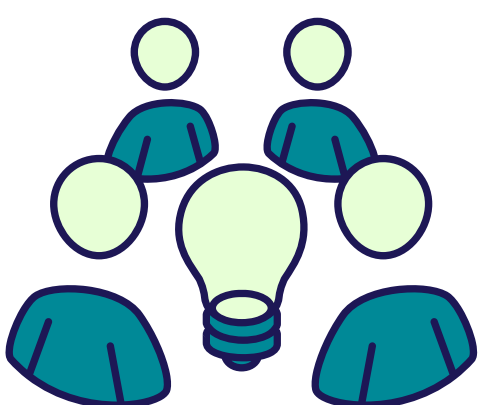
Promote awareness

Ensure that you and your team stay on the pulse of emerging fraud trends and cybersecurity threats. Share fraud prevention strategies and red flags with your staff.
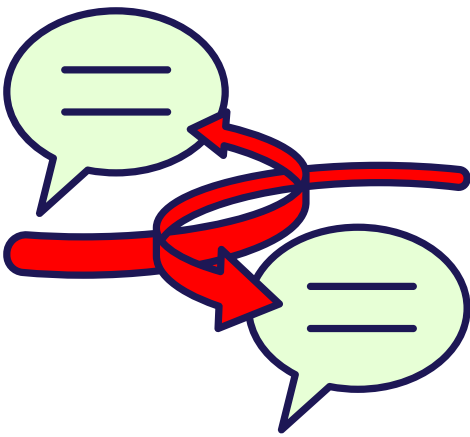
Alberta Insurance Council

4 red flags insurance brokers should watch for

Pressure for quick claims processing

Clients pushing for immediate approval or wanting to rush the claims process may be attempting to avoid proper checks and balances.
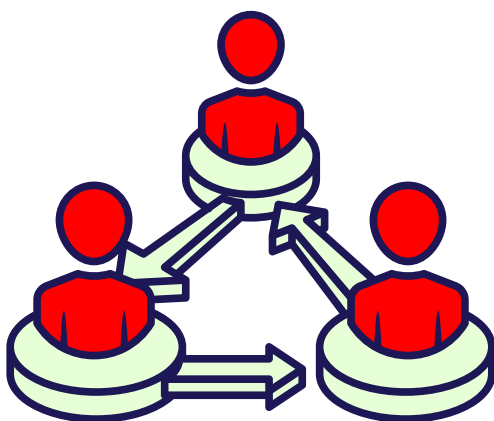
Inconsistent information

Clients providing conflicting details or failing to supply essential documents may be trying to conceal important facts.

Suspicious documents

Documents that appear altered, forged, or cannot be verified through trusted third-party sources should raise concern.

Multiple claims for the same incident

If the same individual or entity makes repeated claims for similar or identical losses, it could suggest fraudulent behaviour.