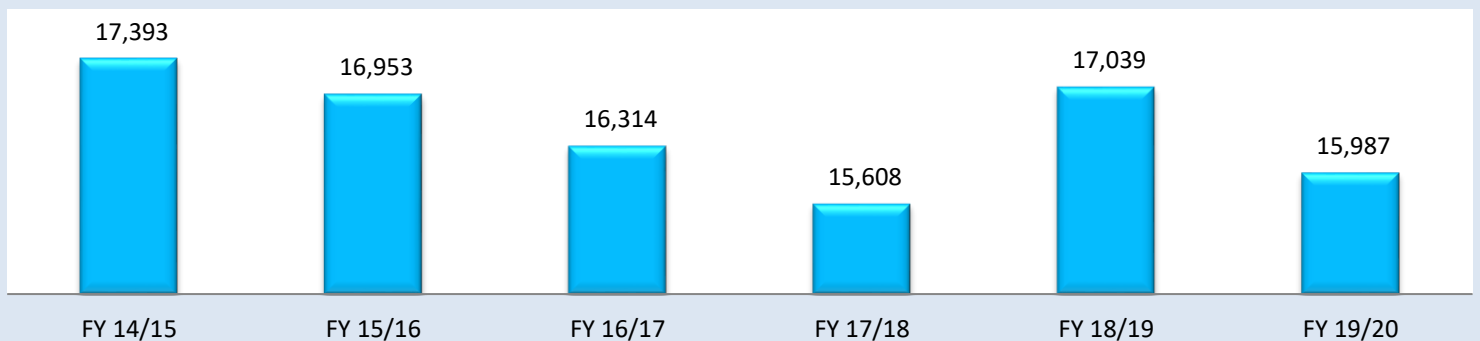


STAT PACK REPORT
FISCAL YEAR 2019/2020

Suspected Fraud Referrals

CASE TYPE	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Personal Injury Protection	7346	6639	7240	6202	5873	4760	4729	4486
Application	1227	1445	2830	2503	2228	2743	2620	2645
Vehicle	1390	1465	1545	1819	2026	1808	1815	2141
Homeowners	765	788	832	1162	1262	1444	1741	1917
Workers Compensation	1733	2162	2038	2165	2032	1998	1823	1539
Healthcare	536	1289	864	1052	1088	882	1428	1174
Commercial	411	476	534	563	514	636	728	681
Warranty	18	16	10	12	16	6	803	436
Licensee	905	832	596	456	405	445	457	276
Duplicate Referrals	188	254	265	406	353	271	256	131
Identity Theft	30	42	66	40	39	72	73	113
Other Agency Assistance	39	90	55	73	51	44	80	96
Disability	142	106	84	86	84	75	59	63
Arson for Profit	122	135	112	132	113	90	103	59
Life Insurance	33	42	61	36	39	77	64	59
Office of Fiscal Integrity	0	0	0	0	53	104	97	37
Information Only	15	24	25	30	17	26	25	35
Financial Investigation	79	66	70	88	61	52	44	32
Marine	13	22	24	22	11	15	20	25
Non-Insurance Fraud	55	51	76	48	9	2	11	14
Title Fraud	11	25	17	12	16	11	13	9
Unauthorized Entity	24	43	16	32	16	22	30	5
Banking and Securities	356	46	26	3	3	1	1	4

Referrals

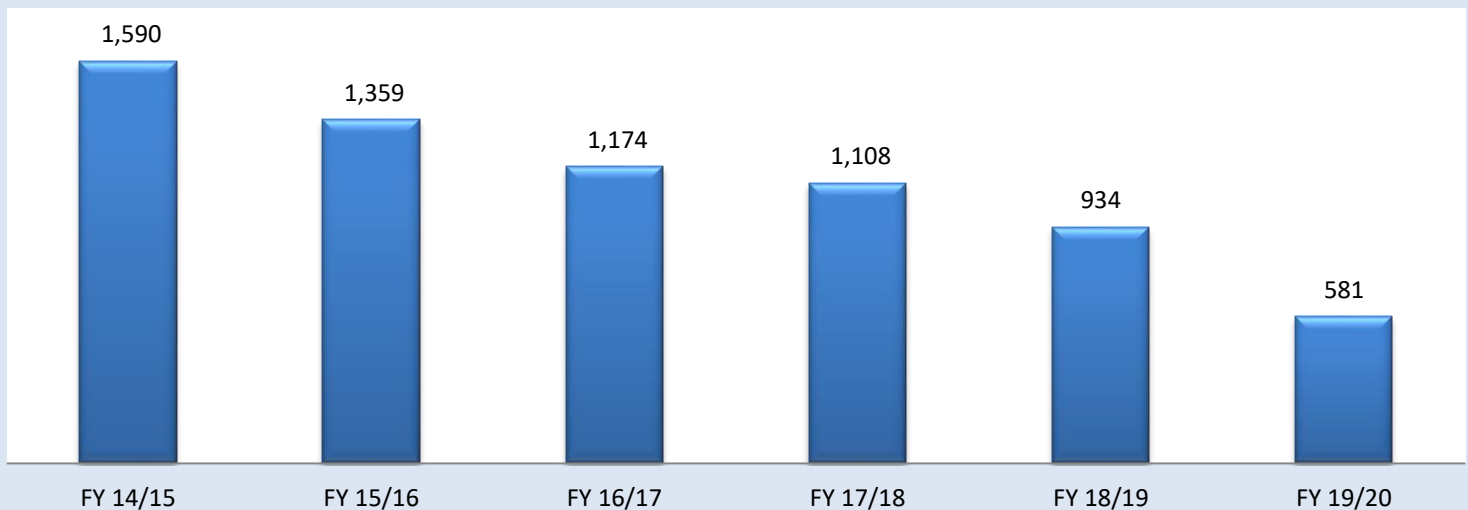


STAT PACK REPORT
FISCAL YEAR 2019/2020

Presentations

CASE TYPE	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Workers' Compensation	475	530	661	519	490	502	498	312
Personal Injury Protection	802	610	502	468	278	214	143	73
Vehicle	58	86	78	70	76	85	56	40
Application	34	68	45	79	117	88	65	37
Licensee	86	78	90	72	49	30	35	34
Healthcare	39	32	34	22	57	58	32	27
Commercial	26	20	28	19	28	24	16	24
Homeowners	50	58	57	61	44	63	54	21
OFI	0	0	0	0	1	5	7	4
Marine	15	16	2	4	1	2	2	3
Financial	7	10	12	3	11	5	7	2
Arson for Profit	10	4	36	8	1	1	0	0
Banking and Securities	4	1	0	1	0	0	0	0
Disabilty	38	33	27	12	9	9	8	0
Identity Theft	3	11	9	2	2	11	1	0
Life Insurance	2	1	7	2	2	5	6	0
Other Agency Assistance	16	7	1	11	6	2	2	0
Title Fraud	1	4	1	1	0	6	0	0
Warranty	4	6	0	3	0	0	1	0

Presentations

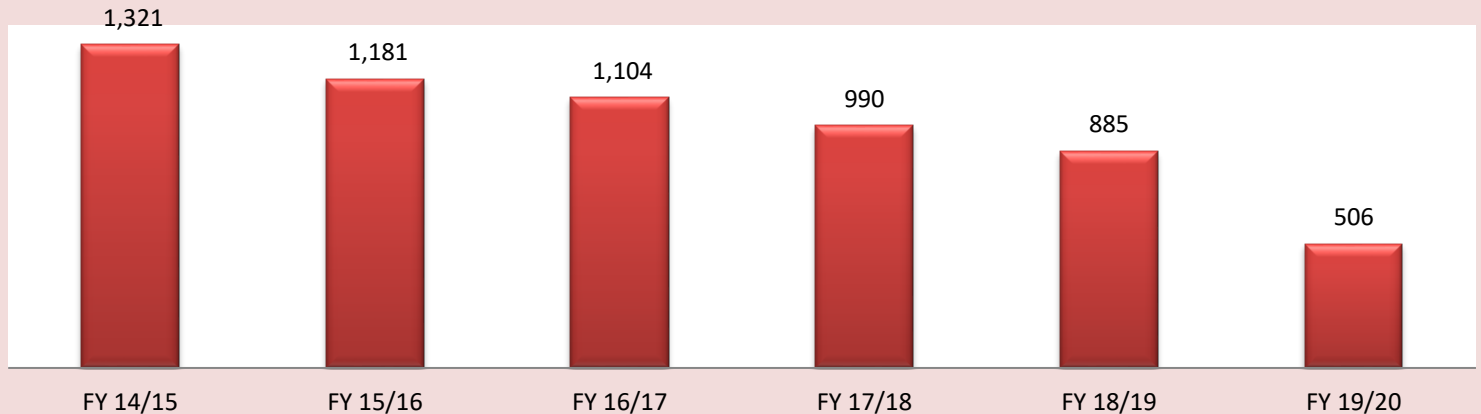


STAT PACK REPORT
FISCAL YEAR 2019/2020

Arrests

CASE TYPE	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Workers' Compensation	418	478	549	454	407	398	437	239
Personal Injury Protection	651	558	402	370	262	193	136	94
Application	34	58	30	71	98	73	57	36
Licensee	141	59	87	56	42	34	30	35
Vehicle	57	73	65	55	73	63	61	29
Homeowners	41	45	46	53	35	48	47	21
Commercial	27	18	17	14	25	22	9	16
Healthcare	43	29	27	16	58	44	55	15
Other Agency Assist	56	62	16	50	83	72	28	6
Financial	14	9	4	8	6	7	3	4
Disability	35	29	23	10	5	11	7	2
Life Insurance	0	0	5	2	1	4	5	2
OFl	0	0	0	0	1	3	7	2
Arson for Profit	11	6	36	8	1	1	0	0
Banking and Securities	23	3	4	0	2	0	0	0
Identity Theft	3	9	3	3	1	5	1	0
Marine	4	18	3	3	0	3	2	0
Title Fraud	2	3	1	1	0	2	0	0
Warranty	4	6	0	3	0	1	0	0

Arrests

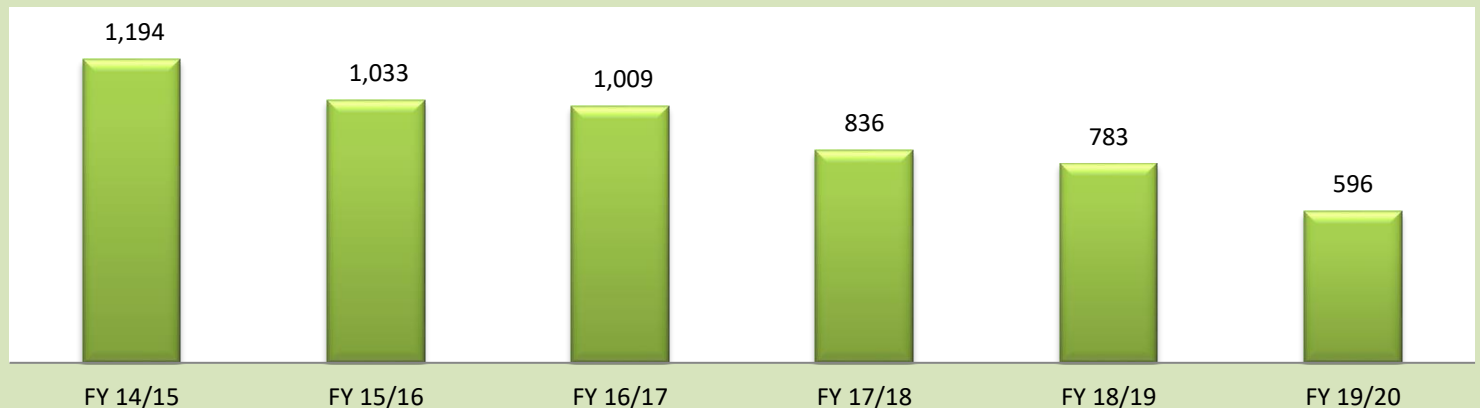


STAT PACK REPORT
FISCAL YEAR 2019/2020

Successful Prosecutions

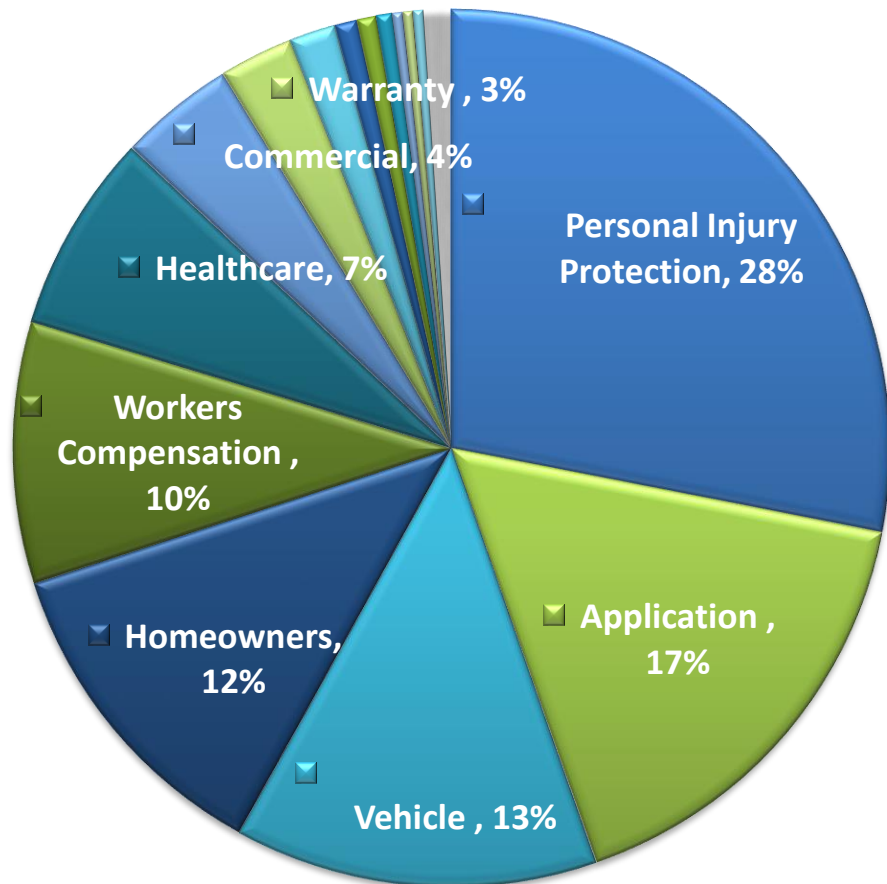
CASE TYPE	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Workers' Compensation	259	360	452	386	360	335	383	317
Personal Injury Protection	442	574	424	334	316	223	153	105
Vehicle	44	49	52	49	64	61	39	41
Application	19	41	35	34	92	63	65	33
Homeowners	26	23	42	44	39	32	41	26
Healthcare	43	21	28	31	31	28	32	22
Licensee	138	72	75	101	44	35	20	21
Commercial	25	20	16	10	18	25	12	16
Financial Investigation	13	13	4	5	7	5	5	5
OFI					0	4	0	5
Disability	26	26	26	15	12	9	11	2
Identity	3	5	1	4	0	5	2	1
Life Insurance	5	0	0	3	3	1	0	1
Title	4	4	5	0	1	0	0	1
Arson for Profit	4	6	6	8	3	5	12	0
Banking and Securities	6	23	2	4	1	0	0	0
Marine	2	7	15	2	3	1	3	0
Other Agency Assistance	18	2	5	3	10	2	4	0
Unauthorized Entity	1	1	0	0	0	0	0	0
Warranty	1	1	7	0	3	0	1	0

Successful Prosecutions



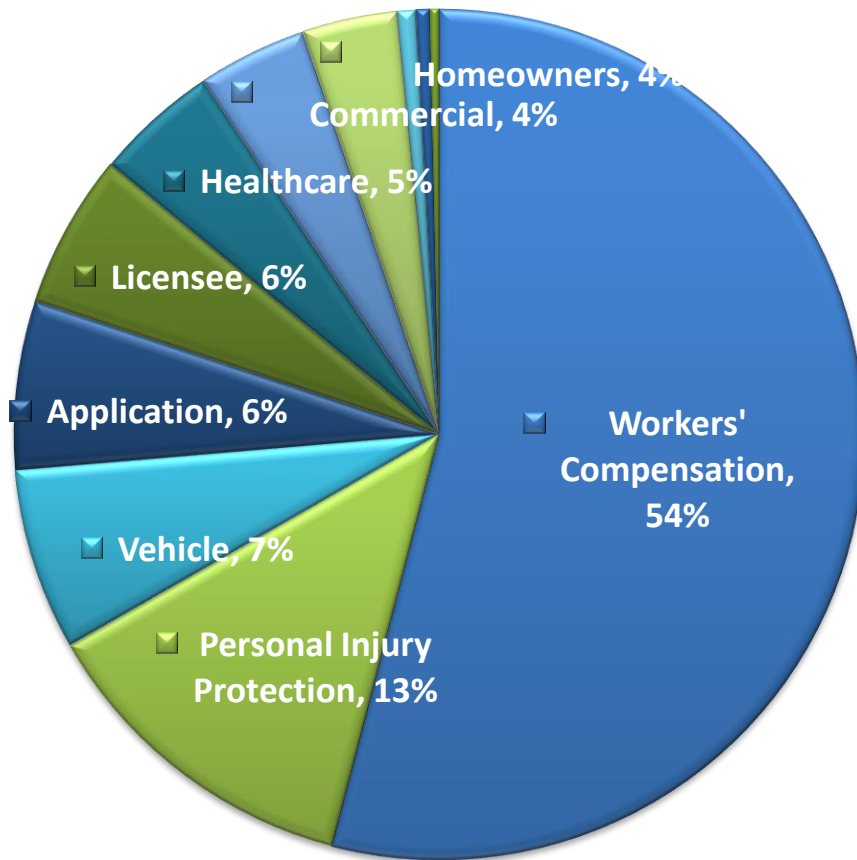
Referrals - 15,987

- Personal Injury Protection
- Application
- Vehicle
- Homeowners
- Workers Compensation
- Healthcare
- Commercial
- Warranty
- Licensee
- Duplicate Referrals
- Identity Theft
- Other Agency Assistance
- Disability
- Arson for Profit
- Life Insurance
- Office of Fiscal Integrity
- Information Only
- Financial Investigation
- Marine
- Non-Insurance Fraud
- Title Fraud
- Unauthorized Entity
- Banking and Securities



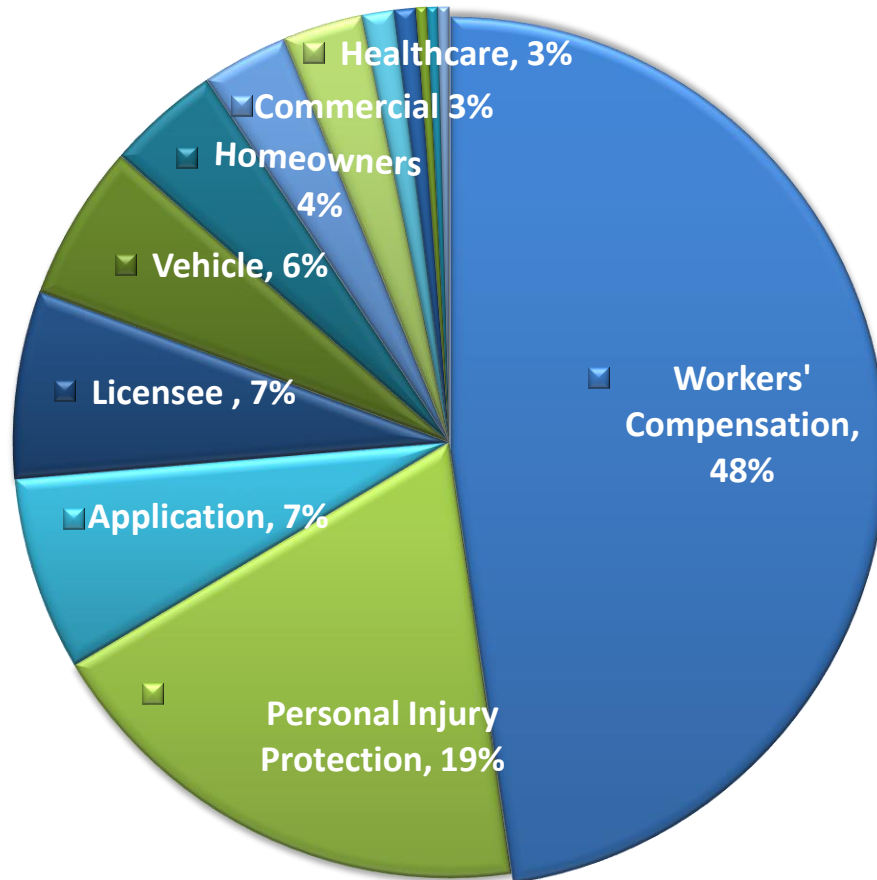
Presentations - 581

- Workers' Compensation
- Personal Injury Protection
- Vehicle
- Application
- Licensee
- Healthcare
- Commercial
- Homeowners
- OFI
- Marine
- Financial
- Arson for Profit
- Banking and Securities
- Disability
- Identity Theft
- Life Insurance
- Other Agency Assistance
- Title Fraud
- Warranty



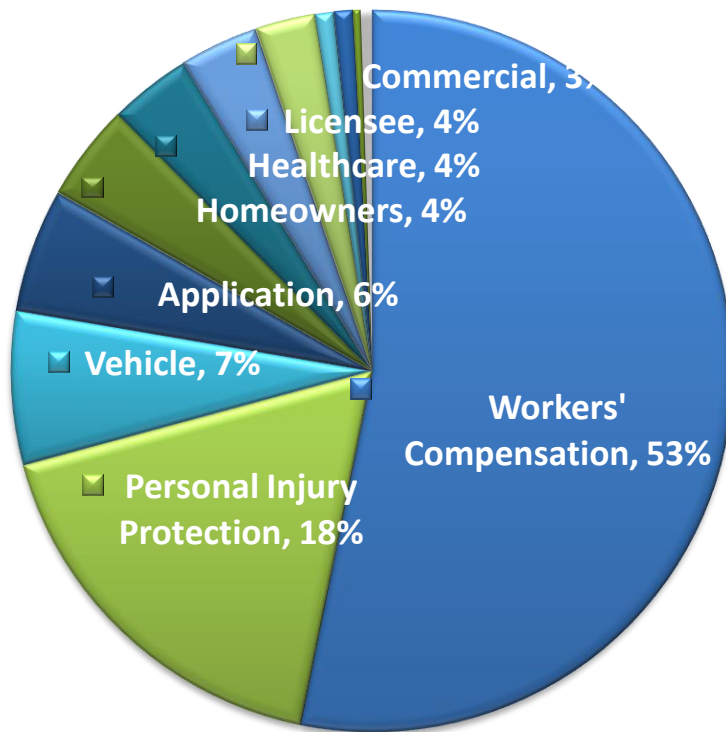
Arrests - 506

- Workers' Compensation
- Personal Injury Protection
- Application
- Licensee
- Vehicle
- Homeowners
- Commercial
- Healthcare
- Other Agency Assist
- Financial
- Disability
- Life Insurance
- OFI
- Arson for Profit
- Banking and Securities
- Identity Theft
- Marine
- Title Fraud
- Warranty



Successful Prosecutions - 596

- Workers' Compensation
- Personal Injury Protection
- Vehicle
- Application
- Homeowners
- Healthcare
- Licensee
- Commercial
- Financial Investigation
- OFI
- Disability
- Identity
- Life Insurance
- Title
- Arson for Profit
- Banking and Securities
- Marine
- Other Agency Assistance
- Unauthorized Entity
- Warranty



STAT PACK FY 2019/2020

APPLICATION FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
ASSISTED LIVING FACILITY	4	1	1	0	0	0
COMMERCIAL	30	2	3	0	0	0
CREDIT LIFE	1	0	0	0	0	0
DISABILITY	72	2	4	0	0	1
HEALTH	67	1	1	1	0	0
HOMEOWNERS	150	11	13	2	2	0
LIFE	358	5	4	0	0	1
PET	4	1	0	0	0	0
TRAVEL INSURANCE	11	0	0	0	0	0
VEHICLE	1,932	128	94	31	31	29
VESSEL	16	4	6	3	3	2
TOTAL	2,645	155	126	37	36	33
	16.54%	11.11%	7.96%	6.38%	7.11%	5.54%

ARSON FOR PROFIT		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
COMMERCIAL	1	0	0	0	0	0
HOME	13	2	1	0	0	0
VEHICLE	45	0	1	0	0	0
TOTAL	59	2	2	0	0	0
	0.37%	0.14%	0.13%	0.00%	0.00%	0.00%

AVIATION FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
FICTITIOUS CLAIM	2	0	0	0	0	0
TOTAL	2	0	0	0	0	0
	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%

BANKING AND SECURITIES		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
BANK FRAUD	2	0	0	0	0	0
FINANCE FRAUD	0	0	1	0	0	0
MORTGAGE FRAUD	2	0	0	0	0	0
TOTAL	4	0	1	0	0	0
	0.03%	0.00%	0.06%	0.00%	0.00%	0.00%

BONDS		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
FICTITIOUS BONDS	2	2	1	0	0	0
TOTAL	2	2	1	0	0	0
	0.01%	0.14%	0.06%	0.00%	0.00%	0.00%

COMMERCIAL FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
FICTITIOUS CERTIFICATE OF INSURANCE	38	10	19	8	6	11
FICTITIOUS CLAIM OR DAMAGE	137	4	9	5	2	0
FICTITIOUS LIABILITY CLAIM	165	6	9	5	4	3
HURRICANE IRMA	10	0	0	0	0	0
HURRICANE MICHAEL	1	0	0	0	0	0
INFLATED CLAIM	67	2	1	0	0	0
SLIP & FALL	263	33	19	6	4	2
TOTAL	681	55	57	24	16	16
	4.26%	3.94%	3.60%	4.14%	3.16%	2.68%

CRIMES AGAINST THE ELDERLY		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
CRIMES AGAINST THE ELDERLY	6	0	0	0	0	0
TOTAL	6	0	0	0	0	0
	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%

DISABILITY FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
FICTITIOUS CLAIM	44	2	6	0	2	2
WORKING WHILE COLLECTING	19	6	4	0	0	0
TOTAL	63	8	10	0	2	2
	0.39%	0.57%	0.63%	0.00%	0.40%	0.34%

DUPLICATE ENTRY REFERRALS		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
DUPLICATE	131	0	0	0	0	0
TOTAL	131	0	0	0	0	0

0.82% 0.00% 0.00% 0.00% 0.00% 0.00%

FINANCIAL INVESTIGATION						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Successful Prosecution
FINANCE FRAUD	0	1	1	0	0	0
FINANCIAL	32	12	13	2	4	5
TOTAL	32	13	14	2	4	5
	0.20%	0.93%	0.88%	0.34%	0.79%	0.84%

HEALTHCARE FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Successful Prosecution
ADDICTION TREATMENT	9	0	5	1	1	1
ASSISTED LIVING FACILITY	6	0	0	0	0	0
BY PATIENT	107	23	17	18	5	8
BY PROVIDER	864	9	10	2	4	6
DENTAL HEALTHCARE FRAUD	63	1	4	1	1	2
DENTAL HEALTHCARE FRAUD BY CLAIMANT	3	0	0	3	3	0
DISABILITY	6	1	2	1	1	1
EMPLOYER POCKETING PREMIUMS	1	1	1	0	0	0
FICTITIOUS INSURANCE CARD	3	0	0	0	0	0
FICTITIOUS PROVIDER	5	2	3	0	0	4
OTHER MEDICAL PROVIDER	32	1	0	0	0	0
PATIENT BROKERING	3	0	1	0	0	0
PET	5	2	0	1	0	0
PRESCRIPTION FRAUD	58	2	4	0	0	0
PROVIDER	0	2	2	0	0	0
SERVICES BY UNLICENSED PERSON	9	0	1	0	0	0
TOTAL	1174	44	50	27	15	22
	7.34%	3.15%	3.16%	4.66%	2.96%	3.69%

HOMEOWNERS FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Successful Prosecution
ASSIGNMENT OF BENEFITS	39	6	4	1	0	0
BY CONTRACTOR	232	17	10	2	2	1
COOKING/KITCHEN FIRE	7	0	0	0	0	0
FICTITIOUS CLAIM OR DAMAGE	659	37	40	9	12	8
FICTITIOUS LIABILITY CLAIM	24	3	3	0	1	0

FIRE	6	1	0	0	0	0
FORGERY BY HOMEOWNER	13	7	17	1	3	6
FORGERY BY OTHER	27	3	7	1	0	1
FORGERY BY PUBLIC ADJUSTER	28	0	1	0	0	0
HURRICANE IRMA	66	0	2	1	0	1
HURRICANE MICHAEL	0	2	2	0	0	0
INFLATED CLAIM	460	12	33	2	1	7
PLUMBING/TRENCHING	32	0	6	0	0	0
PUBLIC ADJUSTER	113	4	2	0	0	0
ROOFING	160	7	6	4	2	2
UNLICENCED ADJUSTER	28	2	2	0	0	0
WAIVING DEDUCTIBLE	2	0	0	0	0	0
WATER EXTRACTION	21	0	0	0	0	0
TOTAL	1,917	101	135	21	21	26
	11.99%	7.24%	8.53%	3.62%	4.15%	4.36%

IDENTITY THEFT		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
BY ENTITY	8	0	0	0	0	0
BY PERSON	105	5	7	0	0	1
TOTAL	113	5	7	0	0	1
	0.71%	0.36%	0.44%	0.00%	0.00%	0.17%

INFORMATION ONLY		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
INFORMATION ONLY	35	0	0	0	0	0
TOTAL	35	0	0	0	0	0
	0.22%	0.00%	0.00%	0.00%	0.00%	0.00%

LICENSEE FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
ADJUSTER	10	5	2	0	0	0
ADJUSTER-BROKEN TILE	1	0	0	0	0	0
AGENCY	34	1	3	3	3	1
AGENT	141	36	33	24	26	11
ANNUITY	0	0	1	0	0	1
BAIL BOND AGENT	9	5	3	2	3	0
CARRIER	7	0	0	0	0	0
FUNERAL AND CEMETERIES	1	1	1	0	0	0

HURRICANE IRMA	1	0	5	0	0	2
HURRICANE MICHAEL	0	0	2	0	0	0
MONEY SERVICE BUSINESS	0	1	0	0	0	0
PUBLIC ADJUSTER	18	6	9	3	1	2
TITLE INSURANCE	1	0	1	0	0	0
UNLICENSED AGENT OR ADJUSTER	49	13	11	2	2	3
UNLICENSED CONTRACTOR	4	2	2	0	0	1
TOTAL	276	70	73	34	35	21
	1.73%	5.02%	4.61%	5.86%	6.92%	3.52%

LIFE INSURANCE FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
BENEFICIARY FORGERY	51	4	7	0	0	0
CREDIT LIFE	2	0	1	0	0	0
MURDER FOR PROFIT	0	2	2	0	0	0
QUESTIONABLE DEATH	6	1	2	0	2	1
TOTAL	59	7	12	0	2	1
	0.37%	0.50%	0.76%	0.00%	0.40%	0.17%

MARINE FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
ACCESSORIES	2	0	0	0	0	0
FICTITIOUS CLAIM	16	7	8	3	2	0
INFLATED CLAIM	7	0	0	0	0	0
TOTAL	25	7	8	3	2	0
	0.16%	0.50%	0.51%	0.52%	0.40%	0.00%

NON-INSURANCE FRAUD OFFENSE		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
NO ACTION	10	0	0	0	0	0
OTHER CRIMINAL VIOLATION	2	1	0	1	1	0
OUTSIDE AGENCY – RESPONSE LETTER	2	0	0	0	0	0
TOTAL	14	1	0	1	1	0
	0.09%	0.07%	0.00%	0.17%	0.20%	0.00%

OFFICE OF FISCAL INTEGRITY		Cases	Cases	Presented for		Successful
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Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
EMPLOYEE MISCONDUCT	0	0	1	0	0	1
OFI - CONTRACT FRAUD	6	2	1	0	0	0
OFI - FINANCIAL INVESTIGATION	12	4	3	3	2	4
OFI - GRAND THEFT	1	0	0	0	0	0
OFI - MISREPRESENTATION	1	2	0	0	0	0
OFI - MISUSE OF FUNDS	2	1	0	0	0	0
OFI - UNCLAIMED PROPERTY	15	6	1	1	0	0
UNCLAIMED PROPERTY	0	1	1	0	0	0
TOTAL	37	16	7	4	2	5
	0.23%	1.15%	0.44%	0.69%	0.40%	0.84%

OTHER AGENCY ASSISTANCE		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
ASSISTANCE	92	87	81	0	1	0
WARRANT	4	5	5	0	5	0
TOTAL	96	92	86	0	6	0
	0.60%	6.59%	5.43%	0.00%	1.19%	0.00%

PERSONAL INJURY PROTECTION FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
BY ATTORNEY	30	1	1	0	0	0
BY CLAIMANT	1,693	51	58	11	13	17
BY PROVIDER	1,744	6	13	1	11	6
COMMERCIAL	236	0	0	0	0	0
FICTITIOUS INSURANCE CARD	43	25	34	4	7	6
JUMP IN	149	50	70	17	20	28
LOST WAGES	5	0	1	2	1	0
PAPER ACCIDENT	43	2	2	7	1	0
PATIENT BROKERING	3	1	0	0	3	0
SOLICITATION	29	1	0	0	0	0
STAGED ACCIDENT	407	79	71	29	37	48
UNLICENSED ACTIVITY	104	4	4	2	1	0
TOTAL	4,486	220	254	73	94	105
	28.06%	15.77%	16.05%	12.59%	18.58%	17.62%

TITLE FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
HOME	4	0	1	0	0	1
PROPERTY	3	0	0	0	0	0
VEHICLE	2	0	0	0	0	0
TOTAL	9	0	1	0	0	1
	0.06%	0.00%	0.06%	0.00%	0.00%	0.17%

UNAUTHORIZED ENTITIES FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
BY PERSON	0	1	0	1	1	0
LIFE AND ANNUITIES	3	1	0	1	1	0
PROPERTY/CASUALTY	1	0	0	0	0	0
VEHICLE	1	0	0	0	0	0
TOTAL	5	2	0	2	2	0
	0.03%	0.14%	0.00%	0.34%	0.40%	0.00%

VEHICLE FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
ACCESSORIES	7	1	1	1	1	1
BODY SHOP	527	5	6	0	0	1
DAMAGE TO VEHICLE	1,096	90	85	31	22	30
DITCHING	326	17	23	7	5	7
FAILURE TO RETURN (THEFT)	2	0	0	0	0	0
TOWING COMPANY	9	2	3	0	0	0
WINDSHIELD/GLASS	174	3	4	1	1	2
TOTAL	2,141	118	122	40	29	41
	13.39%	8.46%	7.71%	6.90%	5.73%	6.88%

WARRANTY FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
CELL PHONE	433	0	0	0	0	0
HOME	1	0	0	0	0	0
VEHICLE	2	0	0	0	0	0
TOTAL	436	0	0	0	0	0
	2.73%	0.00%	0.00%	0.00%	0.00%	0.00%

WORKERS' COMPENSATION FRAUD		Cases	Cases	Presented for		Successful
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Prosecution
APPLICATION	4	0	0	0	0	0
AGENT PREMIUM	0	2	2	0	0	0
BY ATTORNEY	2	0	0	0	0	0
BY EMPLOYEE CLAIMANT	641	126	104	28	17	13
BY EMPLOYER	62	0	1	3	2	0
BY PROVIDER	16	0	1	0	0	0
CONTRACTOR WORKING WITHOUT WC	0	1	0	2	0	0
EMPLOYEE PAYROLL DEDUCTION	3	2	1	0	0	0
EMPLOYER PREMIUM	134	82	81	45	32	20
FAILURE TO PAY PENALTY	50	0	0	0	0	0
FICTITIOUS CERTIFICATE OF EXEMPTION	4	0	0	0	0	0
FICTITIOUS CERTIFICATE OF INSURANCE	41	24	20	4	2	11
ID THEFT OF NUMBER OR NAME	238	9	29	5	6	14
MONEY SERVICE BUSINESS	20	3	5	0	0	1
VIOLATION OF STOP WORK ORDER	73	19	25	16	11	16
WORKING WITHOUT COVERAGE	251	207	348	209	169	242
TOTAL	1,539	475	617	312	239	317
	9.63%	34.05%	38.98%	53.79%	47.23%	53.19%

Grand Total	15,987	1,395	1,583	580	506	596
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