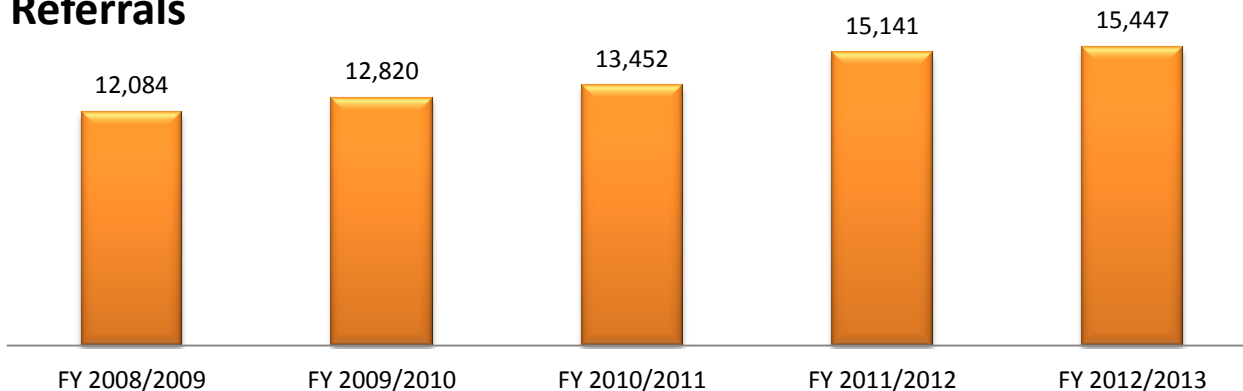


Suspected Fraud Referrals

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	% increase/ decrease
Personal Injury Protection	6699	7748	7346	-5%
Workers Compensation	1495	1388	1733	25%
Vehicle	1008	1167	1390	19%
Application	883	974	1227	26%
Licensee	765	704	905	29%
Homeowners	584	663	765	15%
Healthcare	486	426	536	26%
Commercial	404	451	411	-9%
Banking and Securities	287	590	356	-40%
Duplicate Entry	272	359	188	-48%
Disability	81	180	142	-21%
Arson for Profit	152	124	122	-2%
Financial Investigation	94	109	79	-28%
Non-Insurance Fraud	15	25	55	120%
Other Agency Assistance	21	32	39	22%
Life Insurance	35	37	33	-11%
Identity Theft	20	37	30	-19%
Unauthorized Entity	64	45	24	-47%
Warranty	19	14	18	29%
Information Only	22	28	15	-46%
Marine	30	23	13	-43%
Title Fraud	8	11	11	0%
My Safe Florida Home	6	3	6	100%
Bonds	1	2	0	-100%

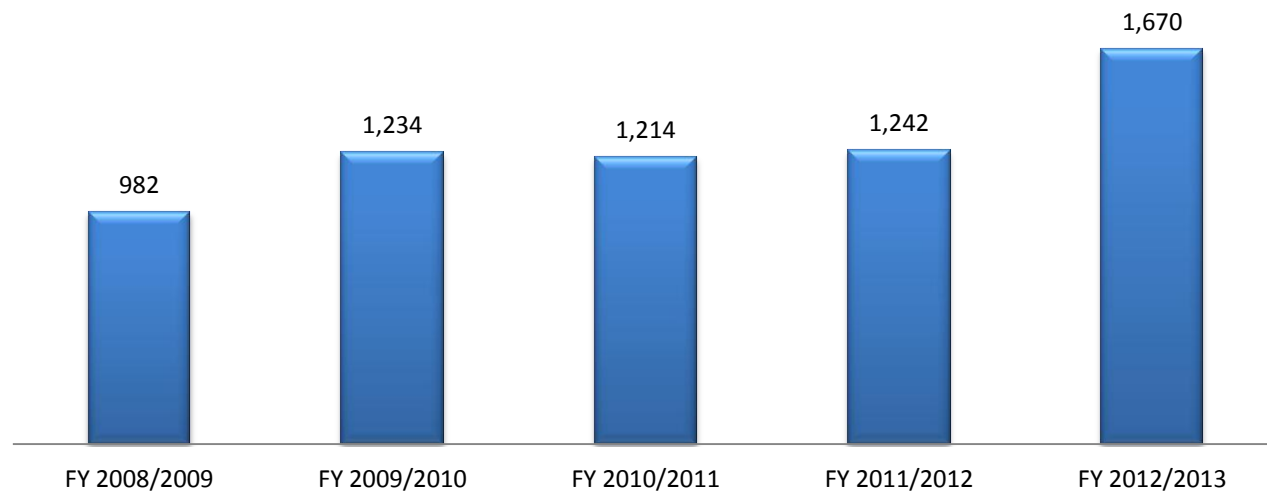
Referrals



Presentations

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	% increase/ decrease
Personal Injury Protection	429	526	802	52%
Workers' Compensation	336	352	475	35%
Licensee	103	50	86	72%
Vehicle	56	42	58	38%
Homeowners	44	41	50	22%
Healthcare	50	73	39	-47%
Disabilty	16	25	38	52%
Application	48	29	34	17%
Commercial	23	31	26	-16%
Other Agency Assistance	4	12	16	33%
Marine	3	3	15	400%
Arson for Profit	5	4	10	150%
Financial	25	14	7	-50%
Banking and Securities	58	23	4	-83%
Warranty	2	0	4	n/a
Identity Theft	1	2	3	50%
Life Insurance	7	3	2	-33%
Title Fraud	2	7	1	-86%
My Safe Florida Home	1	1	0	-100%
Unauthorized Entity	2	4	0	-100%

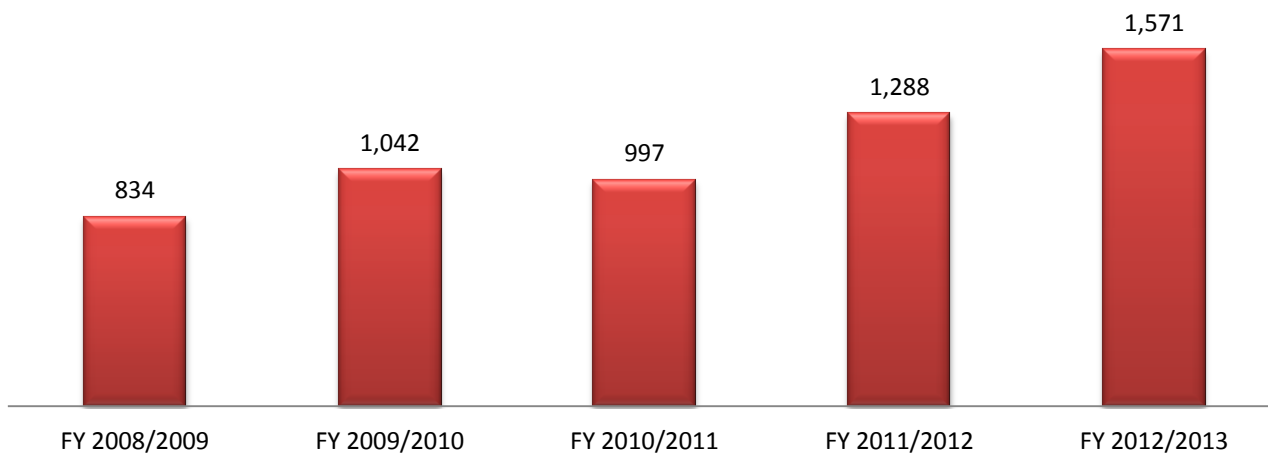
Presentations



Arrests

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	% increase/ decrease
Personal Injury Protection	352	496	651	31%
Workers' Compensation	271	274	418	53%
Licensee	70	151	141	-7%
Vehicle	56	41	57	39%
Other Agency Assist	26	40	56	40%
Healthcare	38	60	43	-28%
Homeowners	30	35	41	17%
Disability	14	15	35	133%
Application	40	28	34	21%
Commercial	16	27	27	0%
Banking and Securities	38	30	23	-23%
Financial	29	10	14	40%
Arson for Profit	3	5	11	120%
Life Insurance	3	1	6	500%
Marine	2	5	4	-20%
Warranty	2	0	4	
Identity Theft	1	3	3	0%
Title Fraud	3	5	2	-60%
Unauthorized	1	2	1	-50%
Bonds	0	0	0	
My Safe Florida Home	1	0	0	

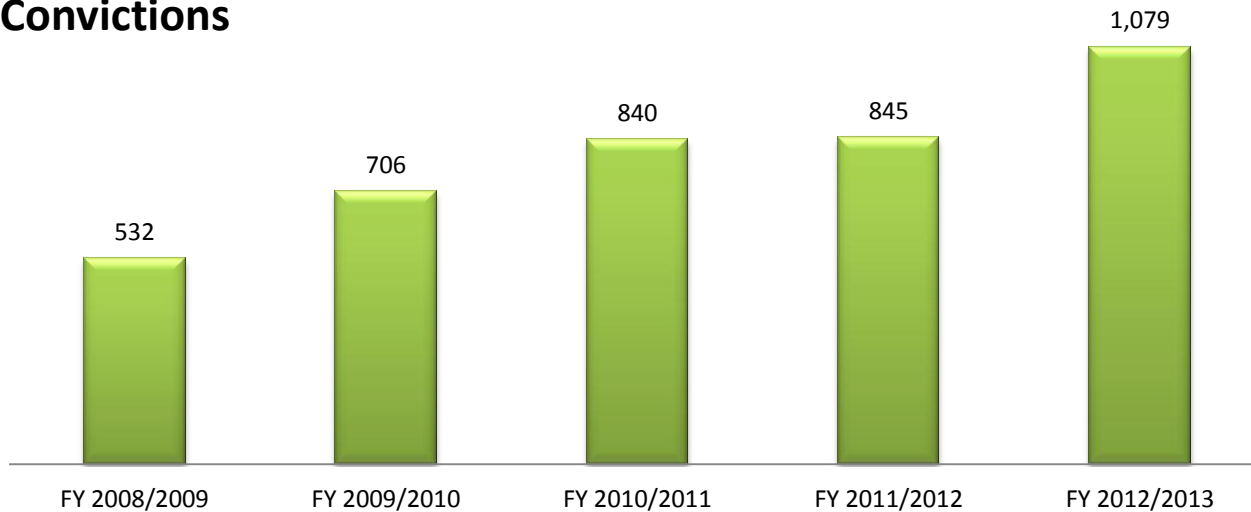
Arrests



Convictions

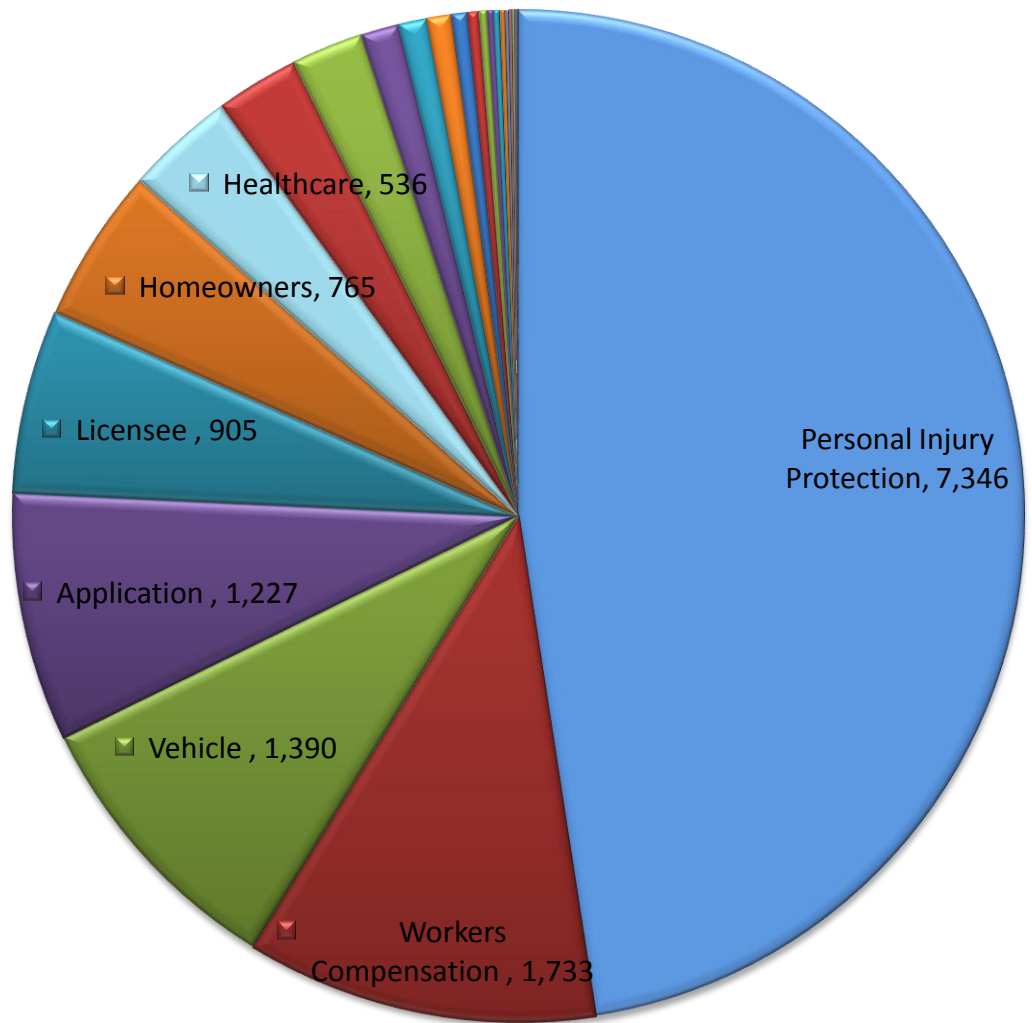
CASE TYPE	FY 10/11	FY 11/12	FY 12/13	% increase/ decrease
Personal Injury Protection	295	355	442	25%
Workers' Compensation	242	208	259	25%
Licensee	49	55	138	151%
Vehicle	73	32	44	38%
Healthcare	27	33	43	30%
Homeowners	34	27	26	-4%
Disability	18	11	26	136%
Commercial	17	12	25	108%
Application	28	32	19	-41%
Other Agency Assistance	4	17	18	6%
Financial Investigation	19	9	13	44%
Banking and Securities	8	37	6	-84%
Life Insurance	4	1	5	400%
Title	12	6	4	-33%
Arson for Profit	5	3	4	33%
Identity	5	1	3	200%
Marine	0	3	2	-33%
Unauthorized Entity	1	3	1	-67%
Warranty	1	0	1	
Bonds	0	0	0	
My Safe Florida Home	1	0	0	

Convictions



Suspected Fraud Referrals

- Personal Injury Protection
- Workers Compensation
- Vehicle
- Application
- Licensee
- Homeowners
- Healthcare
- Commercial
- Banking and Securities
- Duplicate Entry
- Disability
- Arson for Profit
- Financial Investigation
- Non-Insurance Fraud
- Other Agency Assistance
- Life Insurance
- Identity Theft
- Unauthorized Entity
- Warranty
- Information Only
- Marine
- Title Fraud
- My Safe Florida Home
- Bonds



Presentations

Personal Injury Protection

Workers' Compensation

Licensee

Vehicle

Homeowners

Healthcare

Disability

Application

Commercial

Other Agency Assistance

Marine

Arson for Profit

Financial

Banking and Securities

Warranty

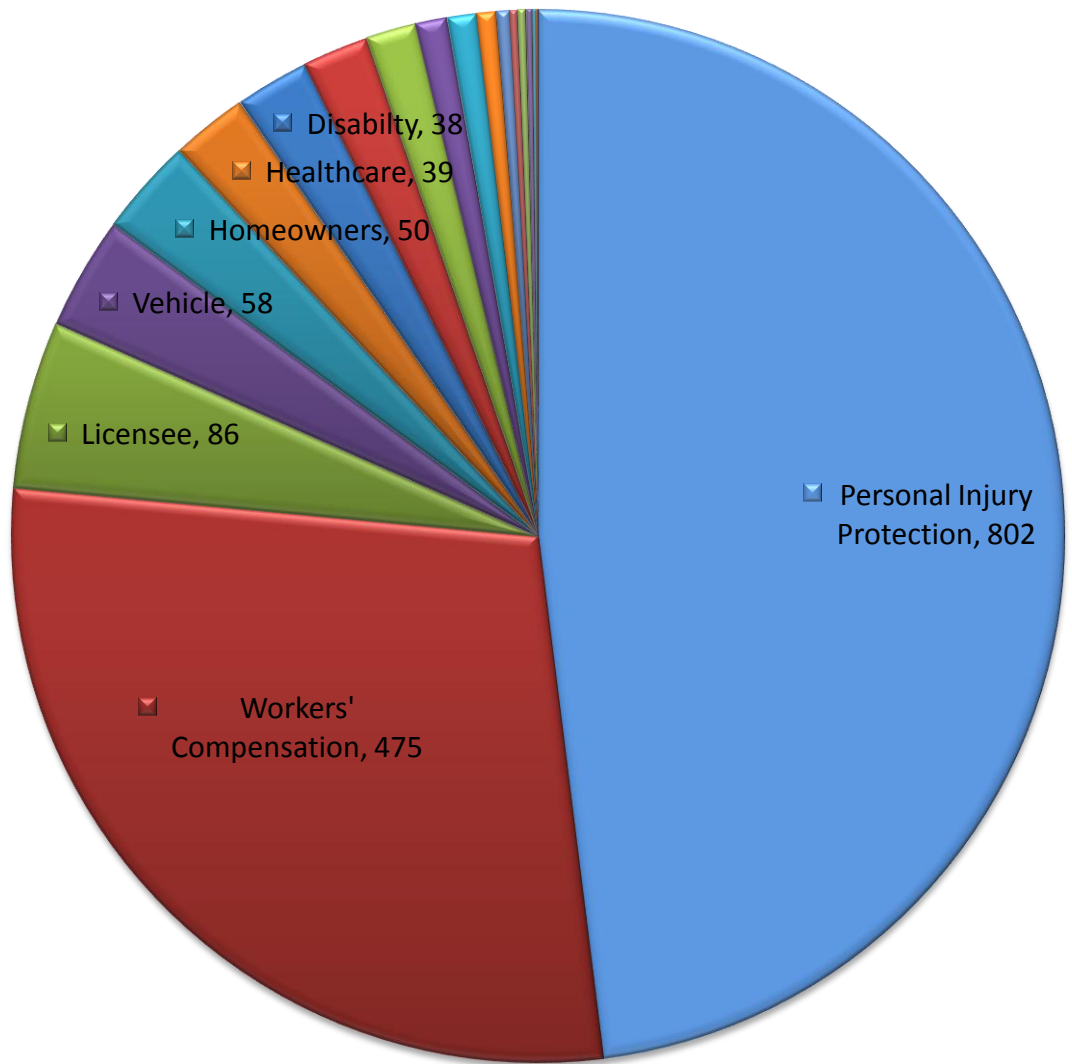
Identity Theft

Life Insurance

Title Fraud

My Safe Florida Home

Unauthorized Entity



Arrests

Personal Injury Protection

Workers' Compensation

Licensee

Vehicle

Other Agency Assist

Healthcare

Homeowners

Disability

Application

Commercial

Banking and Securities

Financial

Arson for Profit

Life Insurance

Marine

Warranty

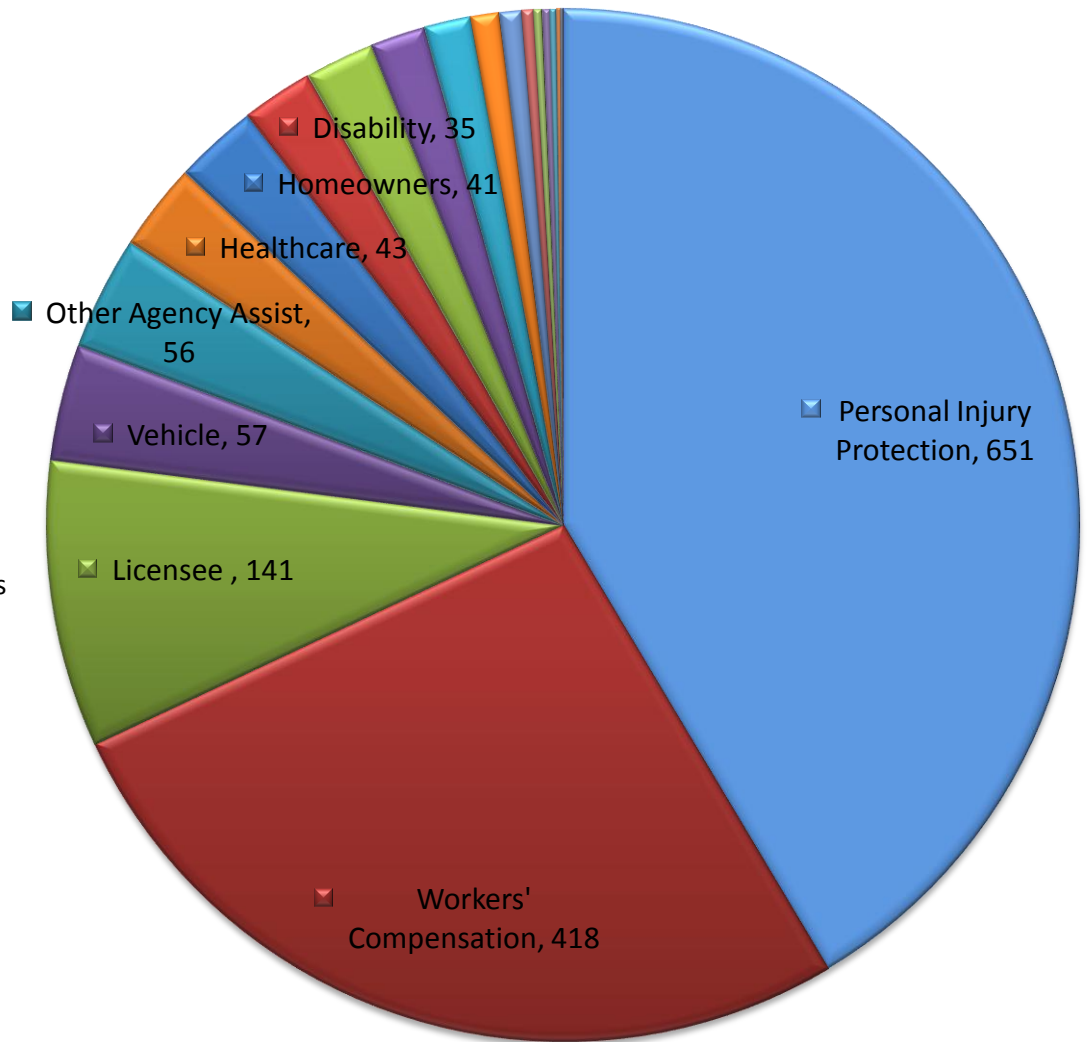
Identity Theft

Title Fraud

Unauthorized

Bonds

My Safe Florida Home



Convictions

Personal Injury Protection

Workers' Compensation

Licensee

Vehicle

Healthcare

Homeowners

Disability

Commercial

Application

Other Agency Assistance

Financial Investigation

Banking and Securities

Life Insurance

Title

Arson for Profit

Identity

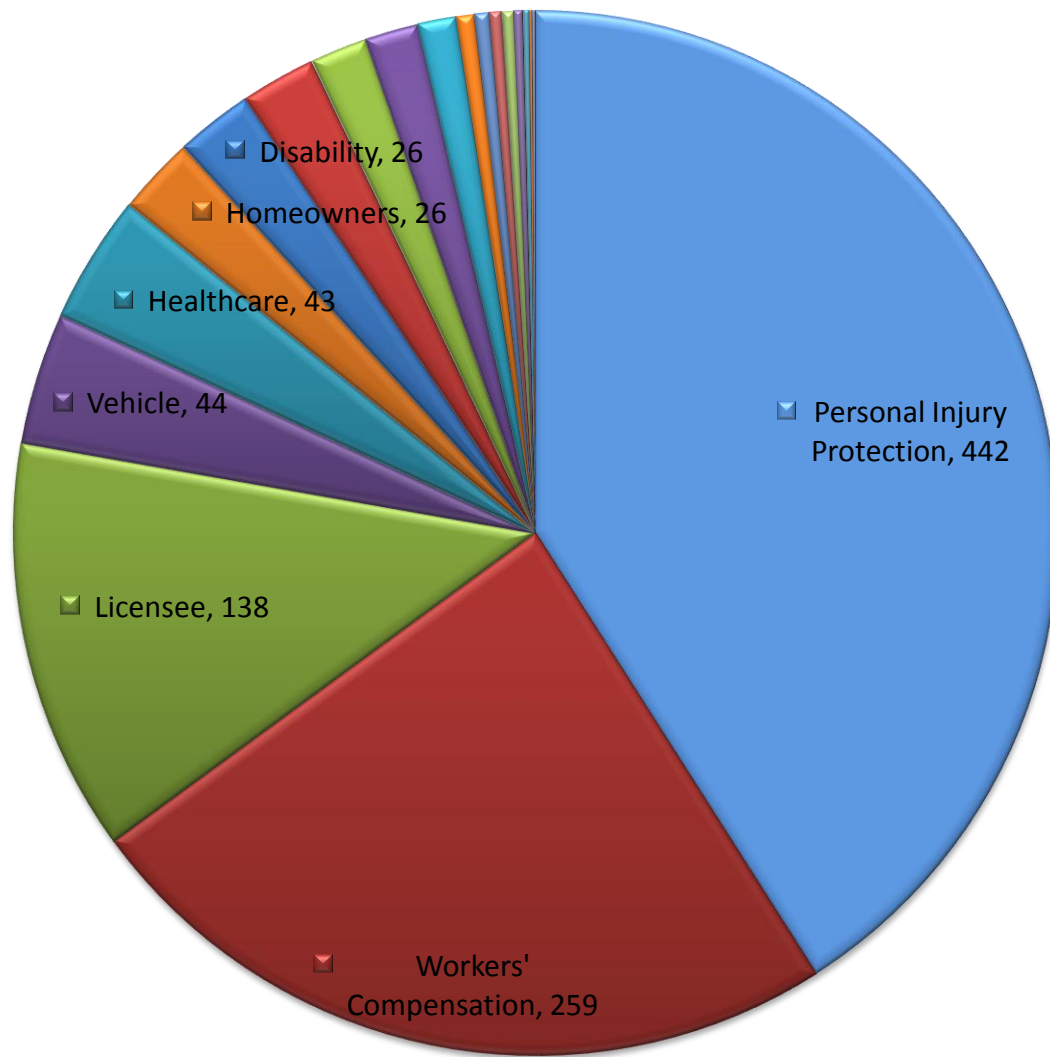
Marine

Unauthorized Entity

Warranty

Bonds

My Safe Florida Home



STAT PACK

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ADMINISTRATIVE		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
EXTRA DUTIES PERFORMED	1	0	0	0	0	0
	1	0	0	0	0	0
	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%

APPLICATION FRAUD		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BY CLAIMANT	1	0	0	0	0	0
COMMERCIAL	7	2	2	0	0	0
CREDIT LIFE	1	0	0	0	0	0
DISABILITY	33	2	2	1	1	0
FINANCIAL	1	0	0	0	0	0
HEALTH	41	6	4	4	4	3
HOMEOWNER/SINKHOLE	0	3	2	1	1	0
HOMEOWNERS	55	4	9	4	4	3
HOMEOWNERS/SINKHOLE	2	0	0	0	0	0
HOMEOWNER-SINKHOLE	10	0	0	0	0	0
LIFE	212	6	9	2	3	1
VEHICLE	860	68	42	21	20	11
VESSEL	4	3	2	1	1	1
	1227	94	72	34	34	19
	7.94%	3.89%	3.41%	2.04%	2.16%	1.76%

ARSON FOR PROFIT		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
COMMERCIAL	4	2	2	1	2	0
HOME	30	4	9	5	5	3
VEHICLE	87	8	2	4	4	1
VESSEL	1	0	0	0	0	0
	122	14	13	10	11	4
	0.79%	0.58%	0.62%	0.60%	0.70%	0.37%

AVIATION FRAUD		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
FICTITIOUS CLAIM	2	0	0	0	0	0

	2	0	0	0	0	0
	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%

BANKING AND SECURITIES						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
BANK FRAUD	1	0	0	0	0	0
FINANCE FRAUD	15	10	1	0	18	0
MORTGAGE FRAUD	337	3	13	4	5	6
SECURITIES FRAUD	3	0	0	0	0	0
	356	13	14	4	23	6
	2.30%	0.54%	0.66%	0.24%	1.46%	0.56%

COMMERCIAL						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
AGRICULTURE/LIVESTOCK	1	0	0	0	0	0
FICTITIOUS CERTIFICATE OF INS	18	7	3	7	5	4
FICTITIOUS CLAIM OR DAMAGE	54	6	11	2	3	2
FICTITIOUS LIABILITY CLAIM	99	4	7	1	2	3
INFLATED CLAIM	30	5	3	1	3	1
SLIP & FALL	209	18	26	15	14	15
	411	40	50	26	27	25
	2.66%	1.65%	2.37%	1.56%	1.72%	2.32%

DISABILITY FRAUD						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
FICTITIOUS CLAIM	107	33	29	34	31	23
WORKING WHILE COLLECTING	35	8	12	4	4	3
	142	41	41	38	35	26
	0.92%	1.69%	1.94%	2.28%	2.23%	2.41%

DUPLICATE ENTRIES						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
DUPLICATE	188	0	0	0	0	0
	188	0	0	0	0	0
	1.22%	0.00%	0.00%	0.00%	0.00%	0.00%

FINANCIAL INVESTIGATION						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
FINANCIAL	79	19	32	7	13	12
MORTGAGE FRAUD	0	0	1	0	1	1

79	19	33	7	14	13
0.51%	0.79%	1.56%	0.42%	0.89%	1.20%

HEALTHCARE

Type of Case	Cases		Presented for			
	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BY PATIENT	74	29	37	33	33	35
BY PROVIDER	293	13	22	4	6	5
DENTAL HEALTHCARE FRAUD	73	4	6	0	0	0
DENTAL HEALTHCARE FRD BY CLAIMANT	3	1	0	0	0	0
DISABILITY	8	0	2	1	1	1
EMPLOYER POCKETING PREMIUMS	15	0	2	0	0	0
FICTITIOUS INSURANCE CARD	0	0	2	1	1	0
FICTITIOUS PROVIDER	10	1	2	0	0	0
OTHER MEDICAL PROVIDER	16	1	2	0	0	0
PATIENT BROKERING	1	1	1	0	0	1
PRESCRIPTION FRAUD	36	6	10	0	2	1
SERVICES BY UNLICENSED PERSON	7	2	1	0	0	0
	536	58	87	39	43	43
	3.47%	2.40%	4.12%	2.34%	2.74%	3.99%

HOMEOWNERS

Type of Case	Cases		Presented for			
	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
COOKING/KITCHEN FIRE	1	1	1	0	0	0
FICTITIOUS CLAIM OR DAMAGE	324	67	57	28	25	16
FICTITIOUS LIABILITY CLAIM	12	1	2	0	0	0
FORGERY BY HOMEOWNER	18	6	4	6	5	1
FORGERY BY OTHER	3	0	0	0	0	0
FORGERY BY PUBLIC ADJUSTER	8	2	1	0	0	0
INFLATED CLAIM	295	33	28	12	8	7
PLUMBING/TRENCHING	46	5	0	1	1	0
SINKHOLE	22	1	5	3	2	2
WATER EXTRACTION	36	2	2	0	0	0
	765	118	100	50	41	26
	4.95%	4.88%	4.73%	2.99%	2.61%	2.41%

IDENTITY THEFT

Type of Case	Cases		Presented for		
	Complaints	Opened	Closed	Prosecution	Arrest

BY ENTITY	1	0	0	0	0	0
BY PERSON	29	4	4	3	3	3
	30	4	4	3	3	3
	0.19%	0.17%	0.19%	0.18%	0.19%	0.28%

INFORMATION ONLY	Cases	Cases	Presented for			
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
INFORMATION	0	1	0	0	0	0
INFORMATION ONLY	15	0	0	0	0	0
	15	1	0	0	0	0
	0.10%	0.04%	0.00%	0.00%	0.00%	0.00%

LICENSEE FRAUD	Cases	Cases	Presented for			
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
ADJUSTER	9	0	5	11	12	10
ADJUSTER-BROKEN PIPE	6	0	0	0	0	0
ADJUSTER-BROKEN TILE	2	0	0	0	0	0
AGENCY	65	3	5	1	1	1
AGENT	265	74	67	35	30	18
ANNUITY	12	2	6	1	1	4
BAIL BOND AGENT	32	14	12	12	11	1
CARRIER	105	1	2	0	0	2
FICTITIOUS CLAIM OR DAMAGE	1	0	0	0	0	0
HEALTH MAINTENANCE ORG	1	0	0	0	0	0
Public Adjuster	119	21	18	7	5	7
PUBLIC ADJUSTER/SINKHOLE	1	0	1	0	0	0
PUBLIC ADJUSTER-BROKEN PIPE	17	0	0	0	0	0
PUBLIC ADJUSTER-BROKEN TILE	8	0	0	0	0	0
PUBLIC ADJUSTER-KITCHEN FIRE	2	0	0	0	0	0
SERVICE WARRANTY COMPANY	2	1	0	0	0	0
THIRD PARTY ADMINISTRATOR	0	0	1	0	0	0
TITLE INSURANCE	8	3	6	4	4	4
UNLICENSED AGENT OR ADJUSTER	222	30	25	14	11	8
UNLICENSED CONTRACTOR	25	9	4	1	66	83
VIATICAL BROKER	1	0	0	0	0	0
VIATICAL PROVIDER	2	0	0	0	0	0
	905	158	152	86	141	138

5.86% 6.53% 7.20% 5.15% 8.98% 12.79%

LIFE INSURANCE FRAUD						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
BENEFICIARY FORGERY	24	4	6	0	3	3
CREDIT LIFE	2	1	1	1	1	1
LIFE AND ANNUITIES	1	0	0	0	0	0
MURDER FOR PROFIT	1	1	1	0	0	0
QUESTIONABLE DEATH	5	2	0	1	2	1
	33	8	8	2	6	5
	0.21%	0.33%	0.38%	0.12%	0.38%	0.46%

MARINE FRAUD						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
FICTITIOUS CLAIM	9	4	2	13	2	2
INFLATED CLAIM	4	4	1	2	2	0
	13	8	3	15	4	2
	0.08%	0.33%	0.14%	0.90%	0.25%	0.19%

MY SAFE FLORIDA HOME						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
CONTRACTOR	2	1	1	0	0	0
HOME INSPECTOR	3	1	1	0	0	0
HOMEOWNER WIND RESISTANT IMPROVEMENTS	1	0	0	0	0	0
	6	2	2	0	0	0
	0.04%	0.08%	0.09%	0.00%	0.00%	0.00%

NON-INSURANCE FRAUD						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
INTRA-AGENCY RESPONSE LETTER	0	1	1	0	0	0
NO ACTION	55	0	0	0	0	0
	55	1	1	0	0	0
	0.36%	0.04%	0.05%	0.00%	0.00%	0.00%

OTHER AGENCY ASSISTANCE						
Type of Case	Complaints	Cases	Cases	Presented for		
		Opened	Closed	Prosecution	Arrest	Convictions
AGENT	0	0	1	0	0	1
ASSISTANCE	39	38	39	7	41	9
UNLICENSED CONTRACTOR	0	3	0	9	15	8
	39	41	40	16	56	18

0.25% 1.69% 1.89% 0.96% 3.56% 1.67%

PERSONAL INJURY PROTECTION						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
BY ATTORNEY	66	4	5	3	2	2
BY CLAIMANT	2336	148	110	109	89	63
BY PROVIDER	2906	143	138	167	120	73
FICTITIOUS CLAIM OR DAMAGE	1	0	0	0	0	0
FICTITIOUS INSURANCE CARD	308	132	101	75	74	53
ILLEGAL POSSESSION OF ACCIDENT REPORT	3	0	0	0	0	1
JUMP IN	201	64	48	44	34	23
LOST WAGES	18	6	4	4	3	4
PAPER ACCIDENT	50	11	10	33	25	20
PATIENT BROKERING	31	14	16	30	19	11
SOLICITATION	229	41	40	18	10	5
STAGED ACCIDENT	979	165	155	303	266	178
UNLICENSED ACTIVITY	218	15	8	16	9	9
	7346	743	635	802	651	442
	47.56%	30.72%	30.07%	48.02%	41.44%	40.96%

RISK MANAGEMENT						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
GOVERNMENT EMPLOYEE	0	0	1	0	0	0
	0	0	1	0	0	0
	0.00%	0.04%	0.05%	0.06%	0.06%	0.00%

TITLE FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
HOME	3	2	2	0	1	4
PROPERTY	6	0	0	0	0	0
VEHICLE	2	1	0	1	1	0
	11	3	2	1	2	4
	0.07%	0.12%	0.09%	0.06%	0.13%	0.37%

UNAUTHORIZED ENTITIES FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
HEALTH	5	0	1	0	0	1
LIFE AND ANNUITIES	2	1	1	0	0	0
MARINE	1	0	0	0	0	0

PROPERTY/CASUALTY	9	0	0	0	0	0
PROVIDER	0	0	0	0	1	0
VEHICLE	7	0	0	0	0	0
	24	1	2	0	1	1
	0.16%	0.04%	0.09%	0.00%	0.06%	0.09%

VEHICLE FRAUD	Cases	Cases	Presented for			
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
ACCESSORIES	94	22	13	7	7	2
BODY SHOP	148	16	12	4	3	3
BY CLAIMANT	6	1	0	0	0	0
BY PROVIDER	1	0	0	0	0	0
DAMAGE TO VEHICLE	636	68	59	29	29	19
DITCHING	493	49	61	18	18	19
FAILURE TO RETURN (THEFT)	11	2	2	0	0	1
JUMP IN	1	0	0	0	0	0
VEHICLE	0	1	0	0	0	0
	1390	159	147	58	57	44
	9.00%	6.57%	6.96%	3.47%	3.63%	4.08%

WARRANTY FRAUD	Cases	Cases	Presented for			
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
CELL PHONE	3	2	1	4	4	1
HOME	11	0	0	0	0	0
VEHICLE	4	0	0	0	0	0
	18	2	1	4	4	1
	0.12%	0.08%	0.05%	0.24%	0.25%	0.09%

WORKERS' COMPENSATION	Cases	Cases	Presented for			
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
AGENT PREMIUM	2	2	3	1	1	0
BY ATTORNEY	2	0	1	0	0	0
BY EMPLOYEE CLAIMANT	590	191	196	60	48	48
BY EMPLOYER	84	39	29	23	17	7
BY PROVIDER	14	2	0	0	0	0
COMMERCIAL	0	1	1	1	1	1
EMPLOYEE PAYROLL DEDUCTION	6	3	4	0	0	0
EMPLOYER PREMIUM	132	42	23	39	29	8

FICTITIOUS CERTIFICATE OF EXEMPTION	3	0	2	1	0	1
FICTITIOUS CERTIFICATE OF INSURANCE	36	26	24	17	8	9
ID THEFT OF NUMBER OR NAME	433	291	215	147	154	97
LEASING COMPANY	4	1	1	0	0	0
MONEY SERVICE BUSINESS	0	13	1	6	3	0
UNLICENSED CONTRACTOR	0	1	0	1	1	0
VIOLATION OF STOP WORK ORDER	194	65	70	45	42	25
WORKING WITHOUT COVERAGE	233	214	134	134	114	63
	1733	891	704	475	418	259
	11.22%	36.79%	33.33%	28.38%	26.54%	24.00%
Grand Total	15447	2419	2112	1670	1571	1079

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