



# Claim farming reform 12 months on

December 2020



# Car crash scammer reports



## 1. Report frequency

Car crash scammer reports received

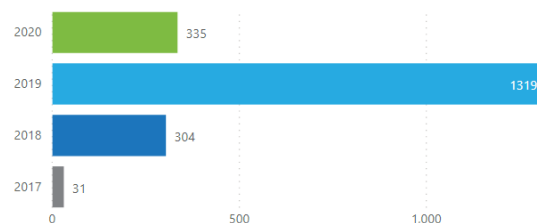
1989

Added recent month

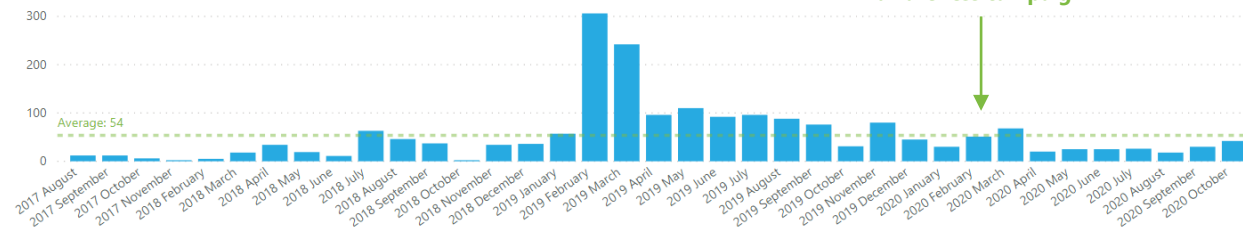
42

**MAIC car crash scammer public information campaigns ran for 8 weeks from 4 February 2019 to 31 March 2019. This coincides with a rise in car crash scammer reports to the MAIC website during that period.**

Report frequency by period



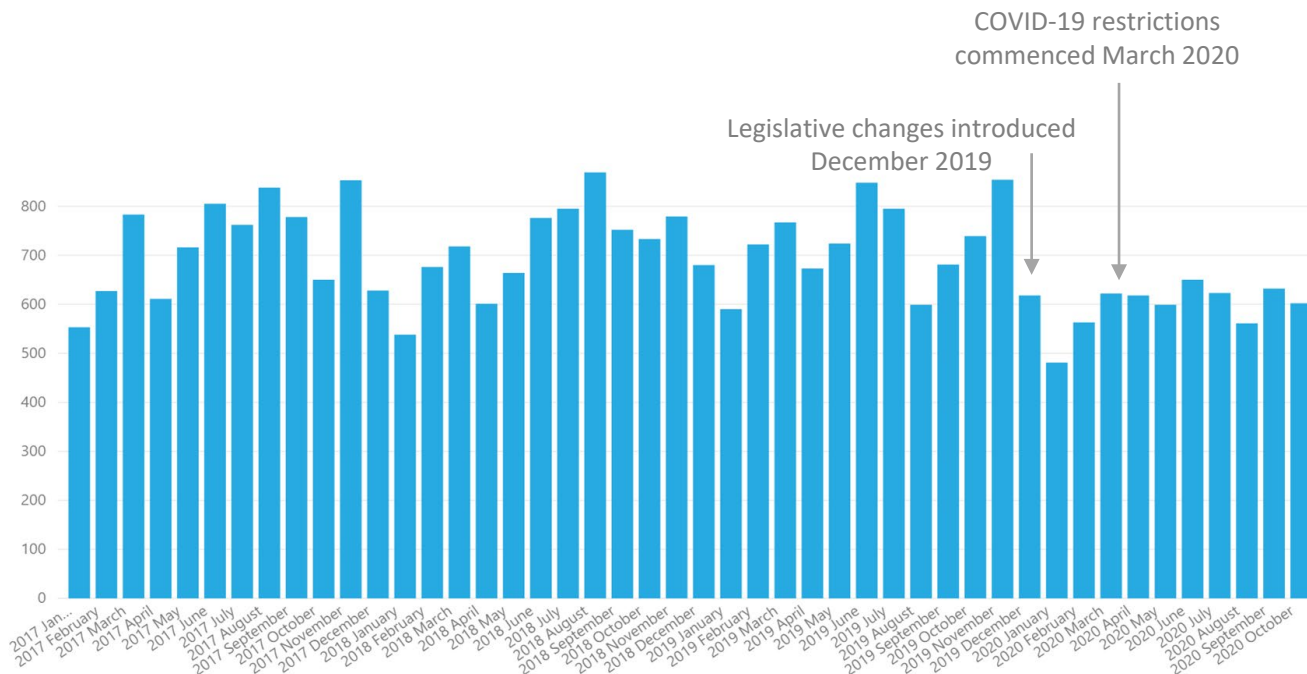
Report frequency



Reports received between 3 August 2017 and 31 October 2020

Reports on car crash scamming activities are voluntarily submitted by the public through the MAIC webform.

# Claim statistics – claims added

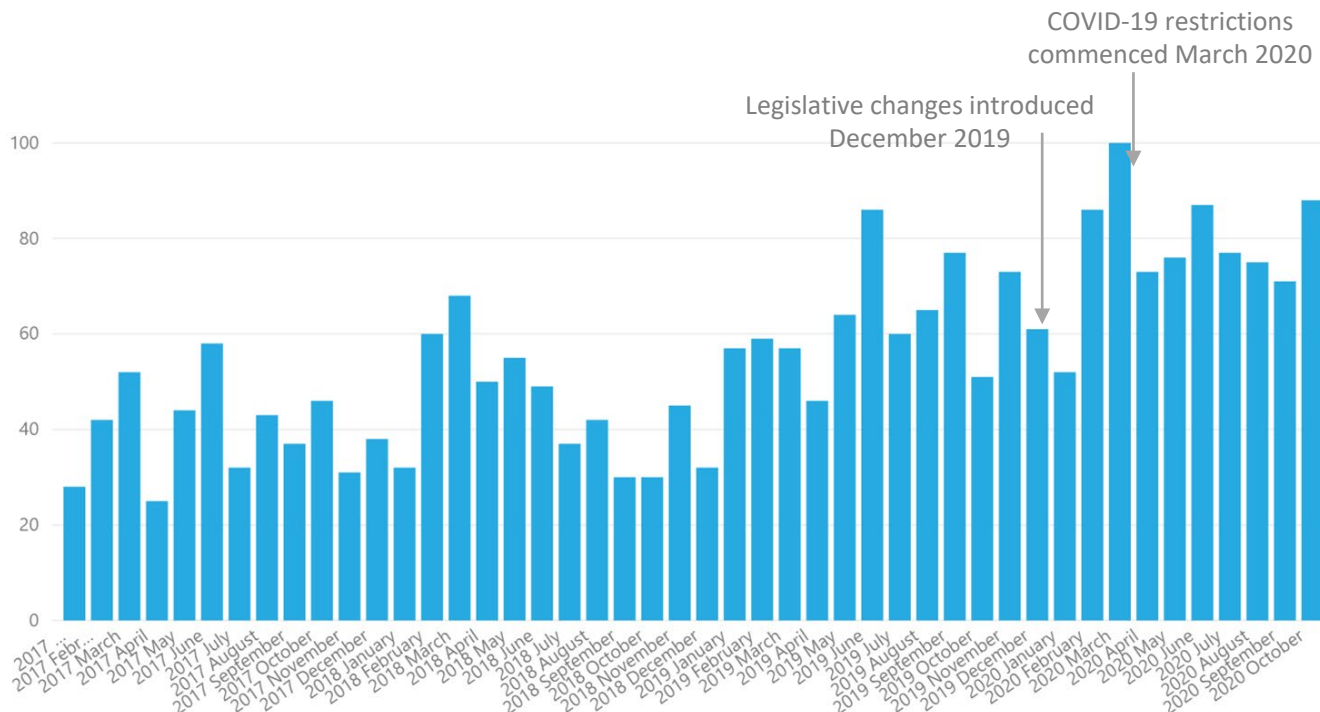


Claims added per month. Data to 31 October 2020

**717** Pre-reform  
Average new claims added  
to the scheme per month

**595** Post-reform  
Average new claims added  
to the scheme per month

# Claim statistics – discontinued/lapsed



The number of discontinued (withdrawn) or lapsed (closed due to inactivity) claims has trended upwards post-reform.

Discontinued or lapsed claims finalised per month. Data to 31 October 2020

# Claim farming investigations – status

65

investigations  
recorded since  
inception

29

referred to external  
investigators

7

please explain letters  
sent

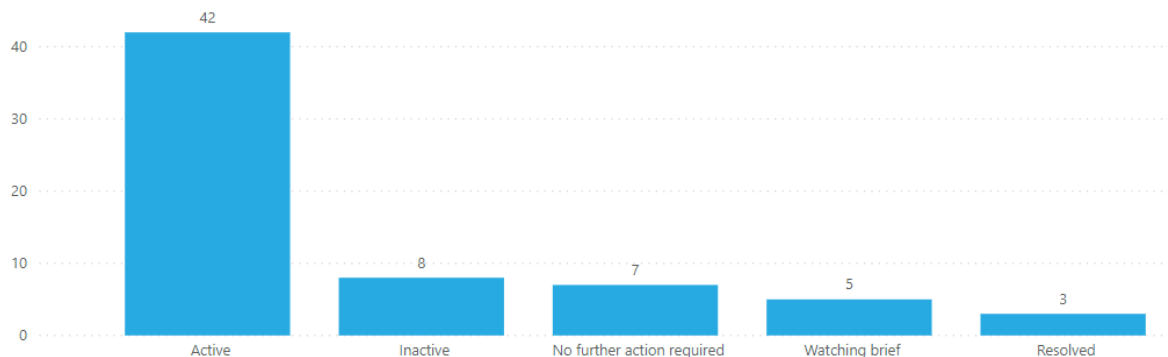
4

please explain letter  
responses received

33

notifications last  
quarter

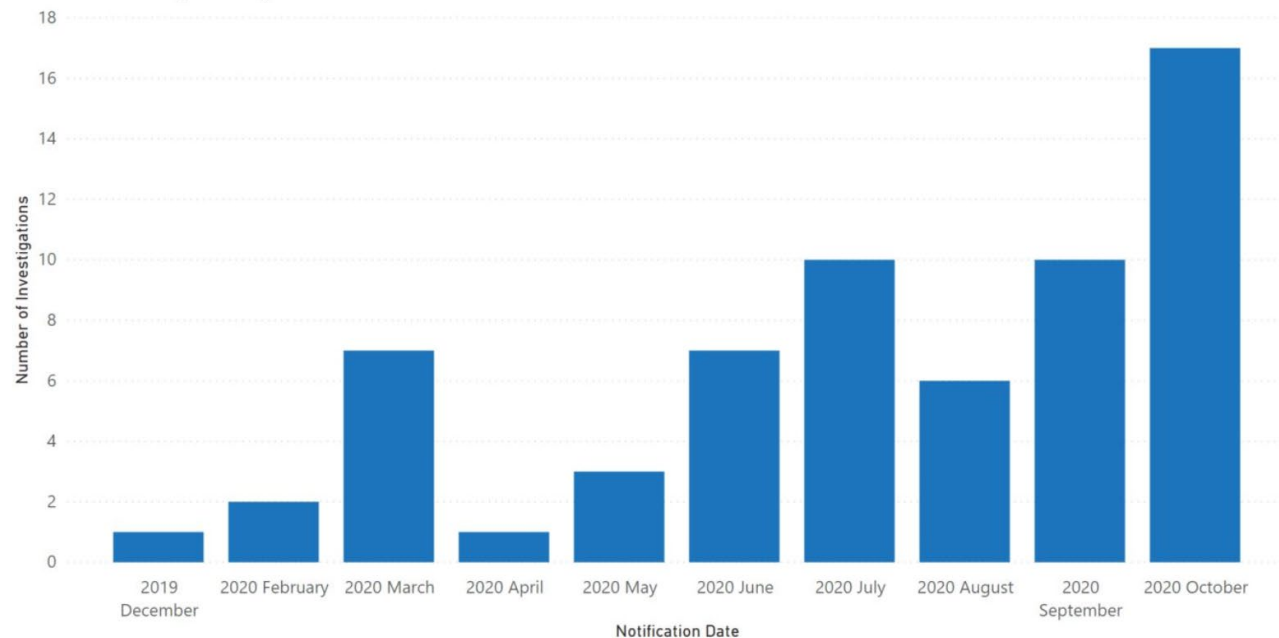
Number of Investigations by Status



Data to 31 October 2020

# Claim farming investigations – status

Number of Investigations by Notification Date



# Contact us

*For more information please contact:*

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