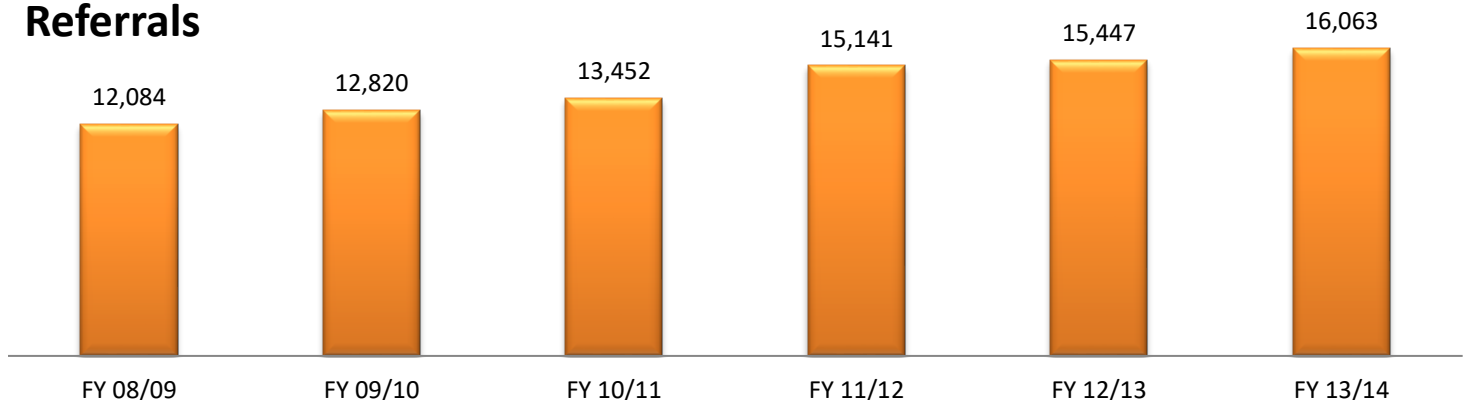


## Suspected Fraud Referrals

| CASE TYPE                  | FY 10/11 | FY 11/12 | FY 12/13 | FY 13/14 |
|----------------------------|----------|----------|----------|----------|
| Personal Injury Protection | 6699     | 7748     | 7346     | 6639     |
| Workers Compensation       | 1495     | 1388     | 1733     | 2162     |
| Vehicle                    | 1008     | 1167     | 1390     | 1465     |
| Application                | 883      | 974      | 1227     | 1445     |
| Healthcare                 | 486      | 426      | 536      | 1289     |
| Licensee                   | 765      | 704      | 905      | 832      |
| Homeowners                 | 584      | 663      | 765      | 788      |
| Commercial                 | 404      | 451      | 411      | 476      |
| Duplicate Entry            | 272      | 359      | 188      | 254      |
| Arson for Profit           | 152      | 124      | 122      | 135      |
| Disability                 | 81       | 180      | 142      | 106      |
| Other Agency Assistance    | 21       | 32       | 39       | 90       |
| Financial Investigation    | 94       | 109      | 79       | 66       |
| Non-Insurance Fraud        | 15       | 25       | 55       | 51       |
| Banking and Securities     | 287      | 590      | 356      | 46       |
| Unauthorized Entity        | 64       | 45       | 24       | 43       |
| Identity Theft             | 20       | 37       | 30       | 42       |
| Life Insurance             | 35       | 37       | 33       | 42       |
| Title Fraud                | 8        | 11       | 11       | 25       |
| Information Only           | 22       | 28       | 15       | 24       |
| Marine                     | 30       | 23       | 13       | 22       |
| Warranty                   | 19       | 14       | 18       | 16       |
| My Safe Florida Home       | 6        | 3        | 6        | 1        |

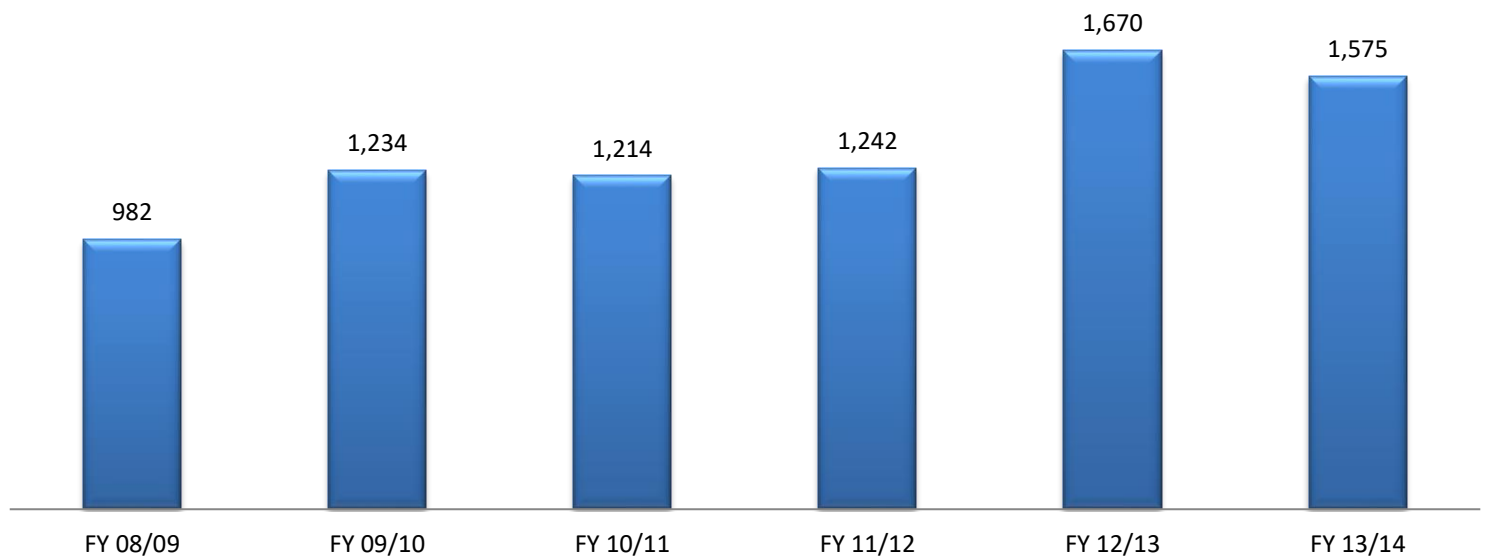
## Referrals



## Presentations

| CASE TYPE                  | FY 10/11 | FY 11/12 | FY 12/13 | FY 13/14 |
|----------------------------|----------|----------|----------|----------|
| Personal Injury Protection | 429      | 526      | 802      | 610      |
| Workers' Compensation      | 336      | 352      | 475      | 530      |
| Vehicle                    | 56       | 42       | 58       | 86       |
| Licensee                   | 103      | 50       | 86       | 78       |
| Application                | 48       | 29       | 34       | 68       |
| Homeowners                 | 44       | 41       | 50       | 58       |
| Disabilty                  | 16       | 25       | 38       | 33       |
| Healthcare                 | 50       | 73       | 39       | 32       |
| Commercial                 | 23       | 31       | 26       | 20       |
| Marine                     | 3        | 3        | 15       | 16       |
| Identity Theft             | 1        | 2        | 3        | 11       |
| Financial                  | 25       | 14       | 7        | 10       |
| Other Agency Assistance    | 4        | 12       | 16       | 7        |
| Warranty                   | 2        | 0        | 4        | 6        |
| Arson for Profit           | 5        | 4        | 10       | 4        |
| Title Fraud                | 2        | 7        | 1        | 4        |
| Banking and Securities     | 58       | 23       | 4        | 1        |
| Life Insurance             | 7        | 3        | 2        | 1        |

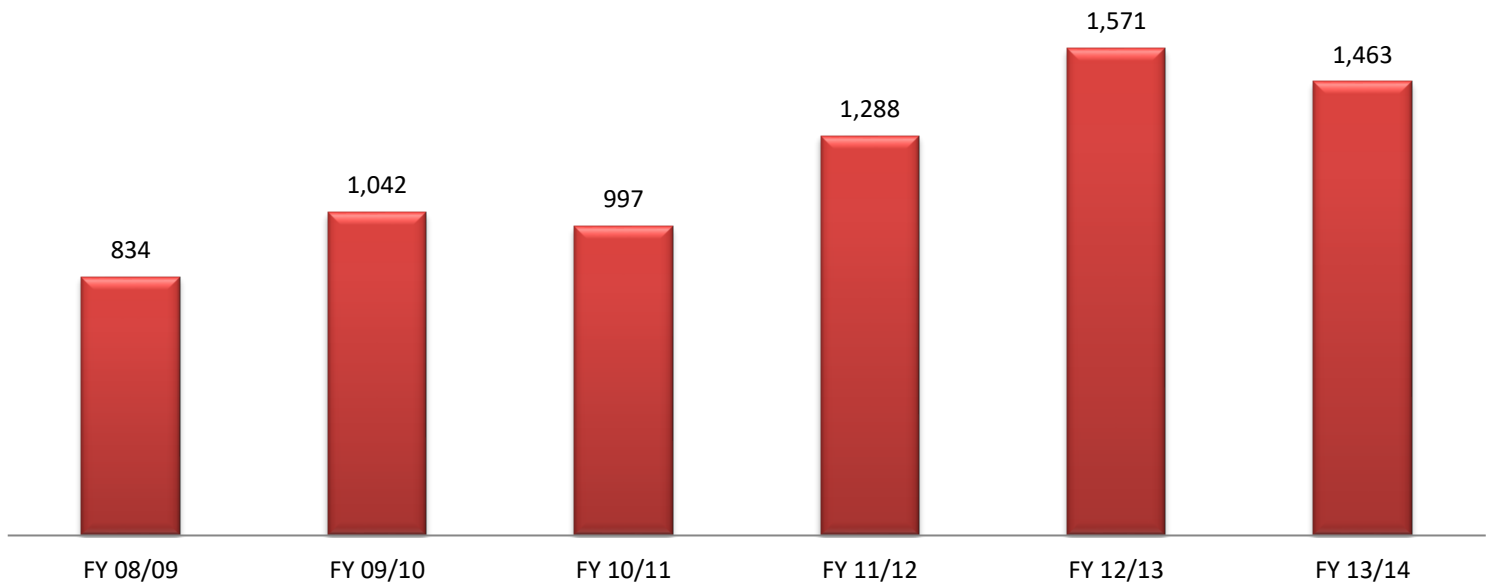
## Presentations



## Arrests

| CASE TYPE                  | FY 10/11 | FY 11/12 | FY 12/13 | FY 13/14 |
|----------------------------|----------|----------|----------|----------|
| Personal Injury Protection | 352      | 496      | 651      | 558      |
| Workers' Compensation      | 271      | 274      | 418      | 478      |
| Vehicle                    | 56       | 41       | 57       | 73       |
| Other Agency Assist        | 26       | 40       | 56       | 62       |
| Licensee                   | 70       | 151      | 141      | 59       |
| Application                | 40       | 28       | 34       | 58       |
| Homeowners                 | 30       | 35       | 41       | 45       |
| Disability                 | 14       | 15       | 35       | 29       |
| Healthcare                 | 38       | 60       | 43       | 29       |
| Commercial                 | 16       | 27       | 27       | 18       |
| Marine                     | 2        | 5        | 4        | 18       |
| Financial                  | 29       | 10       | 14       | 9        |
| Identity Theft             | 1        | 3        | 3        | 9        |
| Arson for Profit           | 3        | 5        | 11       | 6        |
| Warranty                   | 2        | 0        | 4        | 6        |
| Banking and Securities     | 38       | 30       | 23       | 3        |
| Title Fraud                | 3        | 5        | 2        | 3        |

## Arrests



## Convictions

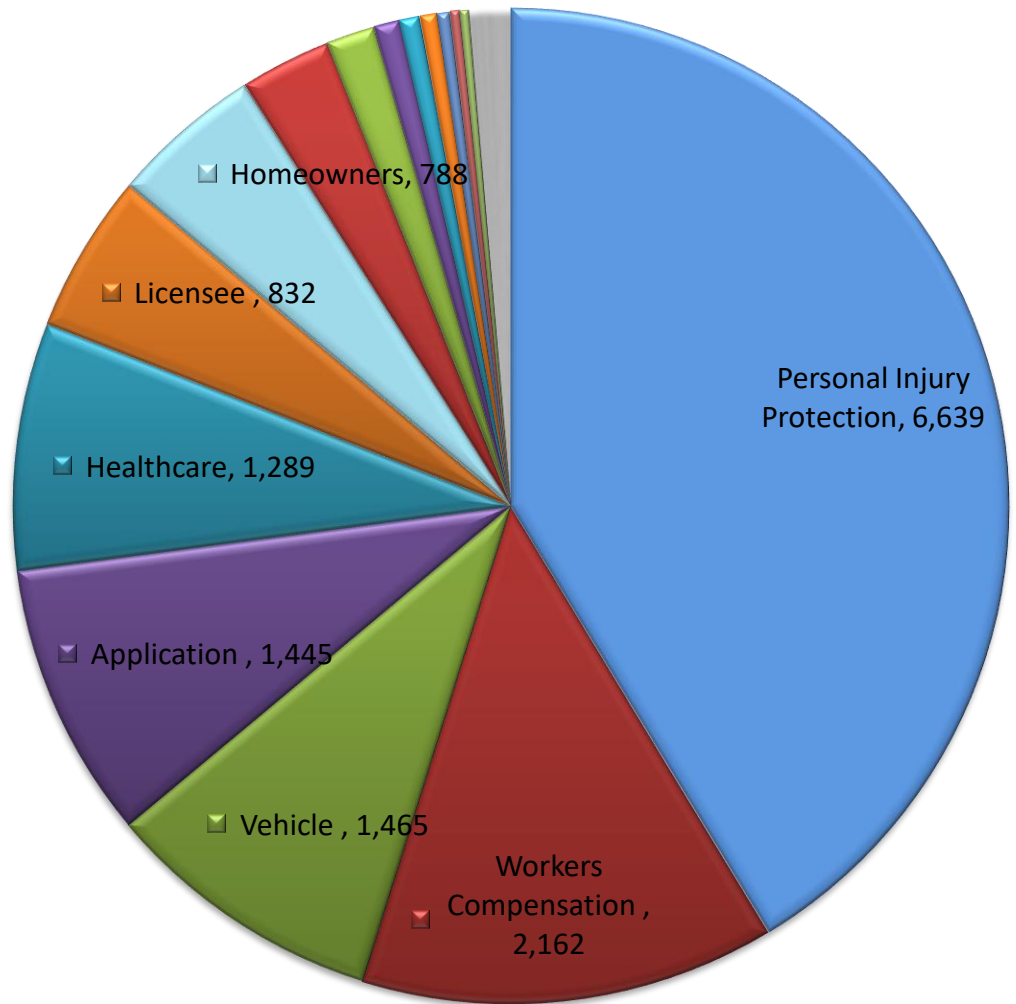
| CASE TYPE                  | FY 10/11 | FY 11/12 | FY 12/13 | FY 13/14 |
|----------------------------|----------|----------|----------|----------|
| Personal Injury Protection | 295      | 355      | 442      | 574      |
| Workers' Compensation      | 242      | 208      | 259      | 360      |
| Licensee                   | 49       | 55       | 138      | 72       |
| Vehicle                    | 73       | 32       | 44       | 49       |
| Application                | 28       | 32       | 19       | 41       |
| Disability                 | 18       | 11       | 26       | 26       |
| Banking and Securities     | 8        | 37       | 6        | 23       |
| Homeowners                 | 34       | 27       | 26       | 23       |
| Healthcare                 | 27       | 33       | 43       | 21       |
| Commercial                 | 17       | 12       | 25       | 20       |
| Financial Investigation    | 19       | 9        | 13       | 13       |
| Marine                     | 0        | 3        | 2        | 7        |
| Arson for Profit           | 5        | 3        | 4        | 6        |
| Identity                   | 5        | 1        | 3        | 5        |
| Title                      | 12       | 6        | 4        | 4        |
| Other Agency Assistance    | 4        | 17       | 18       | 2        |
| Unauthorized Entity        | 1        | 3        | 1        | 1        |
| Warranty                   | 1        | 0        | 1        | 1        |

## Convictions



# Suspected Fraud Referrals

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



# Presentations

Personal Injury Protection

Workers' Compensation

Vehicle

Licensee

Application

Homeowners

Disabilty

Healthcare

Commercial

Marine

Identity Theft

Financial

Other Agency Assistance

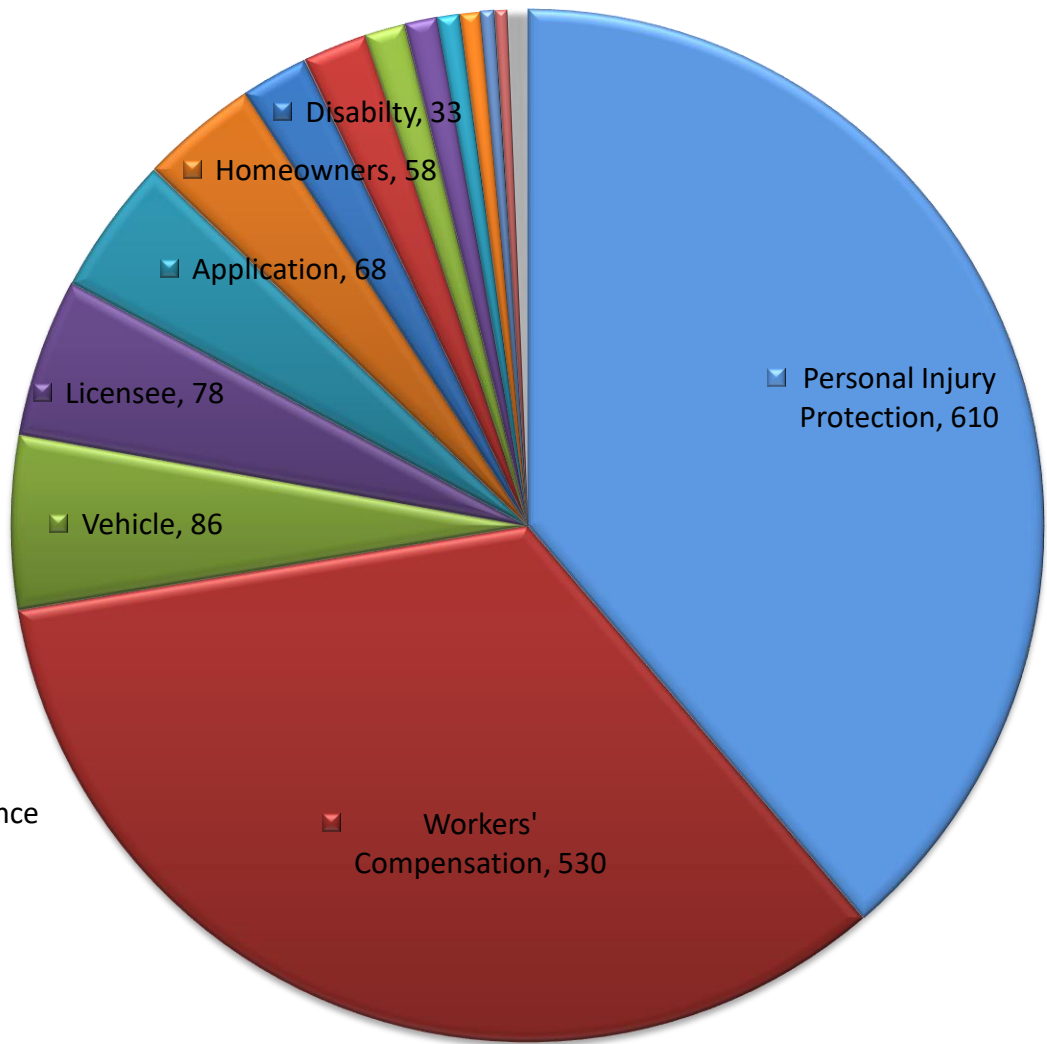
Warranty

Arson for Profit

Title Fraud

Banking and Securities

Life Insurance



# Arrests

Personal Injury Protection

Workers' Compensation

Vehicle

Other Agency Assist

Licensee

Application

Homeowners

Disability

Healthcare

Commercial

Marine

Financial

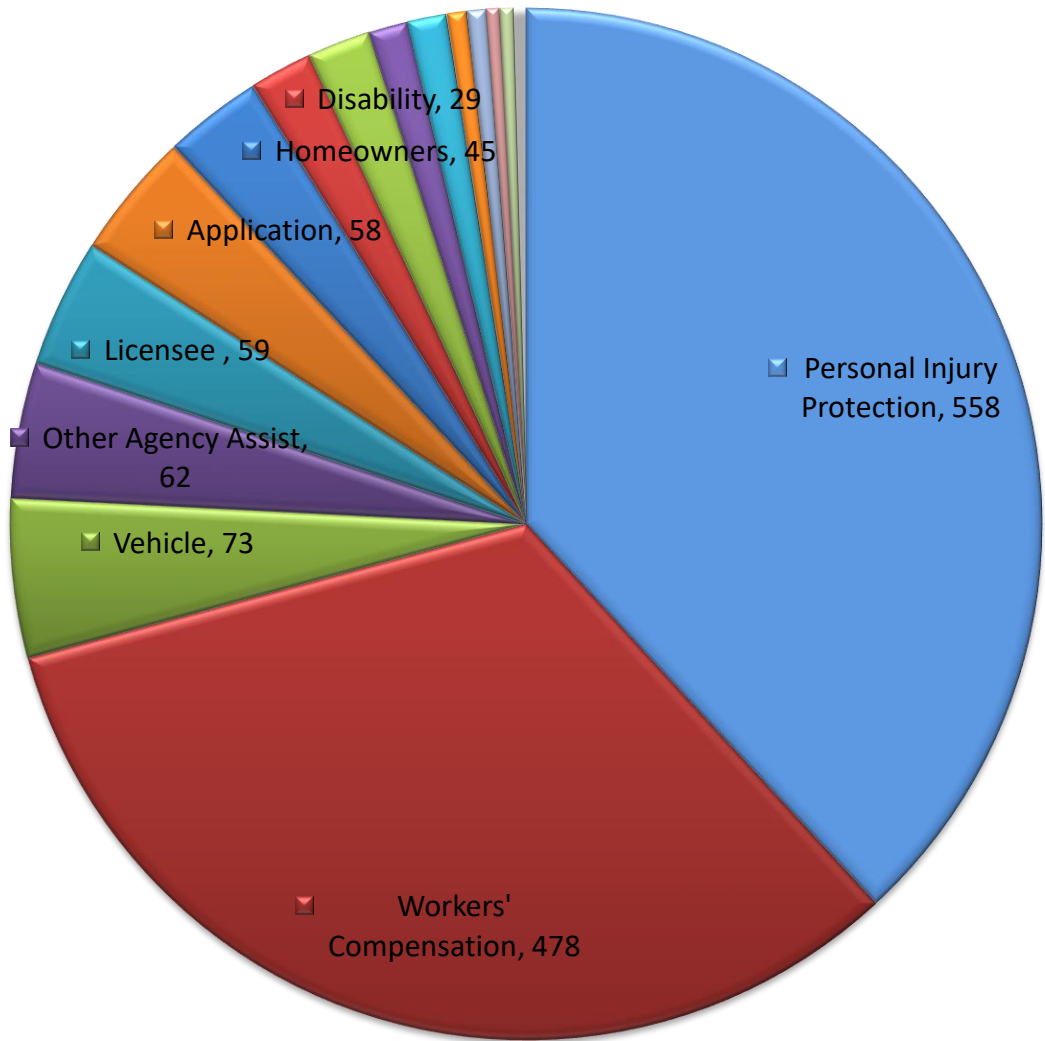
Identity Theft

Arson for Profit

Warranty

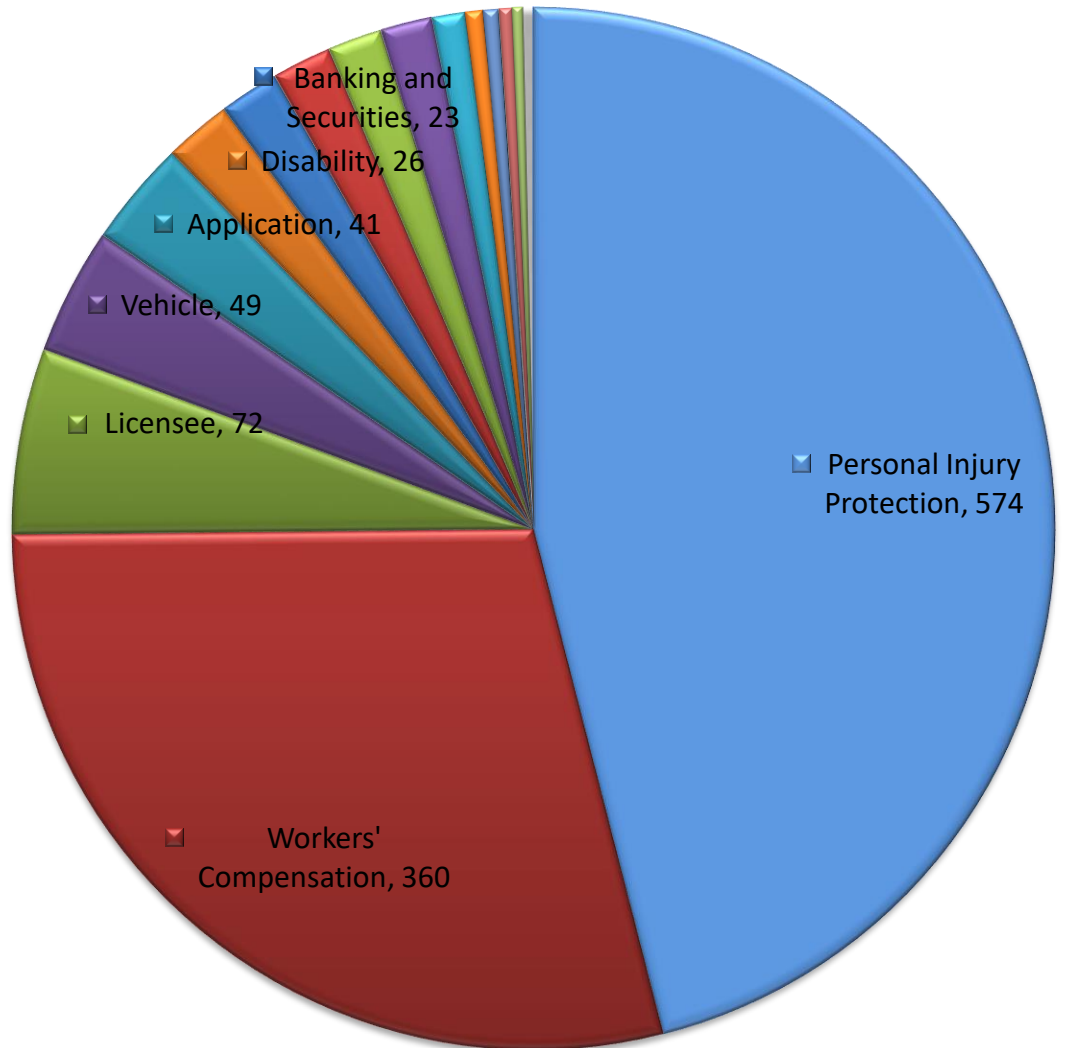
Banking and Securities

Title Fraud



# Convictions

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





# STAT PACK

From 7/1/2013 To 6/30/2014 11:59:00 PM

| <b>ADMINISTRATIVE</b>  |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
|------------------------|-------------------|---------------|---------------|----------------------|---------------|--------------------|
| <b>Type of Case</b>    | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| EXTRA DUTIES PERFORMED | 1                 | 1             | 2             | 0                    | 0             | 0                  |
|                        | 1                 | 1             | 2             | 0                    | 0             | 0                  |
|                        | 0.01%             | 0.05%         | 0.08%         | 0.00%                | 0.00%         | 0.00%              |

| <b>APPLICATION FRAUD</b> |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
|--------------------------|-------------------|---------------|---------------|----------------------|---------------|--------------------|
| <b>Type of Case</b>      | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| BY CLAIMANT              | 0                 | 1             | 1             | 0                    | 0             | 0                  |
| COMMERCIAL               | 6                 | 3             | 2             | 2                    | 2             | 0                  |
| DISABILITY               | 24                | 3             | 3             | 2                    | 1             | 1                  |
| HEALTH                   | 24                | 2             | 2             | 4                    | 4             | 0                  |
| HOMEOWNER/SINKHOLE       | 0                 | 3             | 5             | 0                    | 0             | 1                  |
| HOMEOWNERS               | 68                | 15            | 11            | 7                    | 6             | 6                  |
| HOMEOWNER-SINKHOLE       | 7                 | 0             | 0             | 0                    | 0             | 0                  |
| LIFE                     | 348               | 7             | 6             | 4                    | 2             | 1                  |
| VEHICLE                  | 960               | 60            | 73            | 47                   | 41            | 31                 |
| VESSEL                   | 8                 | 3             | 2             | 2                    | 2             | 1                  |
|                          | 1445              | 97            | 105           | 68                   | 58            | 41                 |
|                          | 9.00%             | 4.39%         | 4.40%         | 4.32%                | 3.96%         | 3.28%              |

| <b>ARSON FOR PROFIT</b> |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
|-------------------------|-------------------|---------------|---------------|----------------------|---------------|--------------------|
| <b>Type of Case</b>     | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| COMMERCIAL              | 5                 | 1             | 1             | 1                    | 3             | 0                  |
| HOME                    | 34                | 5             | 3             | 0                    | 0             | 1                  |
| VEHICLE                 | 96                | 10            | 12            | 3                    | 3             | 5                  |
|                         | 135               | 16            | 16            | 4                    | 6             | 6                  |
|                         | 0.84%             | 0.72%         | 0.67%         | 0.25%                | 0.41%         | 0.48%              |

| <b>BANKING AND SECURITIES</b> |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
|-------------------------------|-------------------|---------------|---------------|----------------------|---------------|--------------------|
| <b>Type of Case</b>           | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| BANK FRAUD                    | 3                 | 0             | 0             | 0                    | 0             | 0                  |
| FINANCE FRAUD                 | 2                 | 0             | 5             | 1                    | 1             | 19                 |
| MORTGAGE FRAUD                | 41                | 1             | 4             | 0                    | 2             | 4                  |

|                  |       |       |       |       |       |       |
|------------------|-------|-------|-------|-------|-------|-------|
| SECURITIES FRAUD | 0     | 1     | 1     | 0     | 0     | 0     |
|                  | 46    | 2     | 10    | 1     | 3     | 23    |
|                  | 0.29% | 0.09% | 0.42% | 0.06% | 0.21% | 1.84% |

| <b>BONDS</b>     |            |              |              |                           |        |             |
|------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case     | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| FICTITIOUS BONDS | 0          | 0            | 1            | 0                         | 0      | 0           |
|                  | 0          | 0            | 1            | 0                         | 0      | 0           |
|                  | 0.00%      | 0.00%        | 0.04%        | 0.00%                     | 0.00%  | 0.00%       |

| <b>COMMERCIAL</b>          |            |              |              |                           |        |             |
|----------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case               | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| FICTITIOUS CERTIFICATE OF  | 37         | 13           | 15           | 8                         | 8      | 5           |
| FICTITIOUS CLAIM OR DAMAGE | 62         | 11           | 10           | 2                         | 1      | 3           |
| FICTITIOUS LIABILITY CLAIM | 110        | 7            | 8            | 1                         | 1      | 2           |
| ILLEGAL KICKBACKS          | 1          | 2            | 2            | 0                         | 0      | 0           |
| INFLATED CLAIM             | 33         | 2            | 5            | 0                         | 0      | 1           |
| SLIP & FALL                | 233        | 22           | 25           | 9                         | 8      | 9           |
|                            | 476        | 57           | 65           | 20                        | 18     | 20          |
|                            | 2.96%      | 2.58%        | 2.73%        | 1.27%                     | 1.23%  | 1.60%       |

| <b>DISABILITY FRAUD</b>  |            |              |              |                           |        |             |
|--------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case             | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| FICTITIOUS CLAIM         | 72         | 25           | 37           | 19                        | 21     | 22          |
| WORKING WHILE COLLECTING | 34         | 17           | 9            | 14                        | 8      | 4           |
|                          | 106        | 42           | 46           | 33                        | 29     | 26          |
|                          | 0.66%      | 1.90%        | 1.93%        | 2.10%                     | 1.98%  | 2.08%       |

| <b>DUPLICATE ENTRIES</b>   |            |              |              |                           |        |             |
|----------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case               | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| AGENT                      | 1          | 0            | 0            | 0                         | 0      | 0           |
| BAIL BOND AGENT            | 1          | 0            | 0            | 0                         | 0      | 0           |
| DUPLICATE                  | 251        | 0            | 0            | 0                         | 0      | 0           |
| FICTITIOUS LIABILITY CLAIM | 1          | 0            | 0            | 0                         | 0      | 0           |
|                            | 254        | 0            | 0            | 0                         | 0      | 0           |
|                            | 1.58%      | 0.00%        | 0.00%        | 0.00%                     | 0.00%  | 0.00%       |

| <b>FINANCIAL INVESTIGATION</b> |            |              |              |                           |        |             |
|--------------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case                   | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |

|           |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|
| FINANCIAL | 66    | 21    | 21    | 10    | 9     | 13    |
|           | 66    | 21    | 21    | 10    | 9     | 13    |
|           | 0.41% | 0.95% | 0.88% | 0.63% | 0.62% | 1.04% |

| <b>HEALTHCARE</b>          |                   |                     |                     |                                  |               |                    |
|----------------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b>        | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| BY CLAIMANT                | 1                 | 0                   | 0                   | 0                                | 0             | 0                  |
| BY PATIENT                 | 66                | 20                  | 18                  | 23                               | 24            | 13                 |
| BY PERSON                  | 1                 | 0                   | 0                   | 0                                | 0             | 0                  |
| BY PROVIDER                | 604               | 12                  | 17                  | 1                                | 1             | 7                  |
| DENTAL HEALTHCARE FRAUD    | 88                | 2                   | 2                   | 0                                | 0             | 0                  |
| DENTAL HEALTHCARE FRAUD BY | 1                 | 0                   | 1                   | 0                                | 0             | 0                  |
| DISABILITY                 | 20                | 3                   | 1                   | 6                                | 3             | 1                  |
| EMPLOYER POCKETING         | 6                 | 1                   | 1                   | 1                                | 0             | 0                  |
| FICTITIOUS PROVIDER        | 177               | 0                   | 0                   | 0                                | 0             | 0                  |
| MEDICAL DISCOUNT CARDS     | 1                 | 0                   | 0                   | 0                                | 0             | 0                  |
| OTHER MEDICAL PROVIDER     | 134               | 0                   | 0                   | 0                                | 0             | 0                  |
| PATIENT BROKERING          | 32                | 0                   | 1                   | 0                                | 0             | 0                  |
| PRESCRIPTION FRAUD         | 91                | 6                   | 4                   | 1                                | 1             | 0                  |
| SERVICES BY UNLICENSED     | 67                | 0                   | 1                   | 0                                | 0             | 0                  |
|                            | 1289              | 44                  | 46                  | 32                               | 29            | 21                 |
|                            | 8.02%             | 1.99%               | 1.93%               | 2.03%                            | 1.98%         | 1.68%              |

| <b>HOMEOWNERS</b>          |                   |                     |                     |                                  |               |                    |
|----------------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b>        | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| COOKING/KITCHEN FIRE       | 3                 | 0                   | 0                   | 0                                | 0             | 0                  |
| FICTITIOUS CLAIM OR DAMAGE | 303               | 70                  | 44                  | 31                               | 36            | 16                 |
| FICTITIOUS LIABILITY CLAIM | 6                 | 2                   | 2                   | 1                                | 1             | 0                  |
| FORGERY BY HOMEOWNER       | 30                | 5                   | 4                   | 1                                | 2             | 2                  |
| FORGERY BY OTHER           | 38                | 9                   | 5                   | 2                                | 0             | 0                  |
| FORGERY BY PUBLIC ADJUSTER | 14                | 0                   | 1                   | 0                                | 0             | 0                  |
| INFLATED CLAIM             | 273               | 18                  | 21                  | 10                               | 3             | 4                  |
| PLUMBING/TRENCHING         | 68                | 2                   | 4                   | 12                               | 2             | 1                  |
| SINKHOLE                   | 11                | 2                   | 2                   | 0                                | 0             | 0                  |
| WATER EXTRACTION           | 42                | 3                   | 2                   | 1                                | 1             | 0                  |
|                            | 788               | 111                 | 85                  | 58                               | 45            | 23                 |

|                              |                   |               |               |                      |               |                    |
|------------------------------|-------------------|---------------|---------------|----------------------|---------------|--------------------|
|                              | 4.91%             | 5.02%         | 3.56%         | 3.68%                | 3.08%         | 1.84%              |
| <b>IDENTITY THEFT</b>        |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
| <b>Type of Case</b>          | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| BY ENTITY                    | 3                 | 0             | 0             | 0                    | 0             | 0                  |
| BY PERSON                    | 39                | 12            | 12            | 11                   | 9             | 5                  |
|                              | 42                | 12            | 12            | 11                   | 9             | 5                  |
|                              | 0.26%             | 0.54%         | 0.50%         | 0.70%                | 0.62%         | 0.40%              |
| <b>INFORMATION ONLY</b>      |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
| <b>Type of Case</b>          | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| INFORMATION                  | 0                 | 0             | 1             | 0                    | 0             | 0                  |
| INFORMATION ONLY             | 24                | 0             | 0             | 0                    | 0             | 0                  |
|                              | 24                | 0             | 1             | 0                    | 0             | 0                  |
|                              | 0.15%             | 0.00%         | 0.04%         | 0.00%                | 0.00%         | 0.00%              |
| <b>LICENSEE FRAUD</b>        |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |
| <b>Type of Case</b>          | <b>Complaints</b> | <b>Opened</b> | <b>Closed</b> | <b>Prosecution</b>   | <b>Arrest</b> | <b>Convictions</b> |
| ADJUSTER                     | 13                | 4             | 2             | 0                    | 0             | 2                  |
| ADJUSTER-BROKEN PIPE         | 3                 | 0             | 0             | 0                    | 0             | 0                  |
| AGENCY                       | 41                | 0             | 4             | 1                    | 1             | 2                  |
| AGENT                        | 236               | 47            | 70            | 27                   | 17            | 27                 |
| ANNUITY                      | 6                 | 2             | 1             | 0                    | 0             | 1                  |
| BAIL BOND AGENT              | 59                | 46            | 15            | 32                   | 30            | 9                  |
| CARRIER                      | 57                | 0             | 0             | 0                    | 0             | 0                  |
| INFLATED CLAIM               | 1                 | 0             | 0             | 0                    | 0             | 0                  |
| Public Adjuster              | 103               | 17            | 28            | 2                    | 1             | 2                  |
| PUBLIC ADJUSTER-BROKEN PIPE  | 15                | 0             | 0             | 0                    | 0             | 0                  |
| PUBLIC ADJUSTER-BROKEN TILE  | 3                 | 0             | 0             | 0                    | 0             | 0                  |
| PUBLIC ADJUSTER-KITCHEN FIRE | 4                 | 0             | 0             | 0                    | 0             | 0                  |
| SERVICE WARRANTY COMPANY     | 3                 | 0             | 0             | 0                    | 0             | 0                  |
| TITLE INSURANCE              | 2                 | 2             | 0             | 1                    | 1             | 0                  |
| UNLICENSED AGENT OR          | 262               | 33            | 38            | 14                   | 8             | 6                  |
| UNLICENSED CONTRACTOR        | 24                | 3             | 3             | 1                    | 1             | 23                 |
|                              | 832               | 154           | 161           | 78                   | 59            | 72                 |
|                              | 5.18%             | 6.96%         | 6.75%         | 4.95%                | 4.03%         | 5.76%              |
| <b>LIFE INSURANCE FRAUD</b>  |                   | <b>Cases</b>  | <b>Cases</b>  | <b>Presented for</b> |               |                    |

| Type of Case        | Complaints | Opened | Closed | Prosecution | Arrest | Convictions |
|---------------------|------------|--------|--------|-------------|--------|-------------|
| BENEFICIARY FORGERY | 33         | 3      | 2      | 0           | 0      | 0           |
| CREDIT LIFE         | 1          | 1      | 0      | 0           | 0      | 0           |
| MURDER FOR PROFIT   | 1          | 1      | 0      | 0           | 0      | 0           |
| QUESTIONABLE DEATH  | 7          | 1      | 1      | 1           | 0      | 0           |
|                     | 42         | 6      | 3      | 1           | 0      | 0           |
|                     | 0.26%      | 0.27%  | 0.13%  | 0.06%       | 0.00%  | 0.00%       |

| MARINE FRAUD     |            |              |              |                           |        |             |
|------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case     | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| ACCESSORIES      | 1          | 1            | 0            | 0                         | 0      | 0           |
| FICTITIOUS CLAIM | 16         | 5            | 6            | 16                        | 18     | 6           |
| INFLATED CLAIM   | 5          | 0            | 2            | 0                         | 0      | 1           |
|                  | 22         | 6            | 8            | 16                        | 18     | 7           |
|                  | 0.14%      | 0.27%        | 0.34%        | 1.02%                     | 1.23%  | 0.56%       |

| MY SAFE FLORIDA HOME |            |              |              |                           |        |             |
|----------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case         | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| HOME INSPECTOR       | 1          | 0            | 0            | 0                         | 0      | 0           |
|                      | 1          | 0            | 0            | 0                         | 0      | 0           |
|                      | 0.01%      | 0.00%        | 0.00%        | 0.00%                     | 0.00%  | 0.00%       |

| NON-INSURANCE FRAUD RELATED |            |              |              |                           |        |             |
|-----------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case                | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| INTRA-AGENCY RESPONSE       | 1          | 0            | 0            | 0                         | 0      | 0           |
| NO ACTION                   | 47         | 0            | 0            | 0                         | 0      | 0           |
| No Sub Type                 | 1          | 0            | 0            | 0                         | 0      | 0           |
| OUTSIDE AGENCY – RESPONSE   | 2          | 0            | 0            | 0                         | 0      | 0           |
|                             | 51         | 0            | 0            | 0                         | 0      | 0           |
|                             | 0.32%      | 0.00%        | 0.00%        | 0.00%                     | 0.00%  | 0.00%       |

| OTHER AGENCY ASSISTANCE |            |              |              |                           |        |             |
|-------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case            | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| ASSISTANCE              | 76         | 35           | 34           | 6                         | 26     | 1           |
| UNLICENSED CONTRACTOR   | 0          | 0            | 3            | 0                         | 0      | 1           |
| WARRANT                 | 14         | 43           | 33           | 1                         | 36     | 0           |
|                         | 90         | 78           | 70           | 7                         | 62     | 2           |
|                         | 0.56%      | 3.53%        | 2.94%        | 0.44%                     | 4.24%  | 0.16%       |

| <b>PERSONAL INJURY PROTECTION</b> |                   |                     |                     |                                  |               |                    |
|-----------------------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b>               | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| BY ATTORNEY                       | 90                | 10                  | 7                   | 4                                | 3             | 0                  |
| BY CLAIMANT                       | 1833              | 158                 | 134                 | 93                               | 78            | 70                 |
| BY PROVIDER                       | 2678              | 118                 | 161                 | 65                               | 72            | 93                 |
| FICTITIOUS INSURANCE CARD         | 348               | 138                 | 118                 | 101                              | 88            | 63                 |
| ILLEGAL POSSESSION OF             | 2                 | 0                   | 0                   | 0                                | 0             | 0                  |
| JUMP IN                           | 198               | 70                  | 70                  | 31                               | 27            | 30                 |
| LOST WAGES                        | 22                | 3                   | 4                   | 1                                | 1             | 0                  |
| PAPER ACCIDENT                    | 34                | 2                   | 6                   | 7                                | 5             | 7                  |
| PATIENT BROKERING                 | 20                | 10                  | 15                  | 2                                | 6             | 17                 |
| SOLICITATION                      | 156               | 22                  | 36                  | 15                               | 15            | 13                 |
| STAGED ACCIDENT                   | 465               | 97                  | 174                 | 280                              | 252           | 269                |
| UNLICENSED ACTIVITY               | 793               | 20                  | 24                  | 11                               | 11            | 12                 |
|                                   | 6639              | 648                 | 749                 | 610                              | 558           | 574                |
|                                   | 41.33%            | 29.29%              | 31.40%              | 38.73%                           | 38.14%        | 45.96%             |

| <b>RISK MANAGEMENT</b>     |                   |                     |                     |                                  |               |                    |
|----------------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b>        | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| FICTITIOUS LIABILITY CLAIM | 1                 | 1                   | 1                   | 0                                | 0             | 0                  |
| GOVERNMENT EMPLOYEE        | 2                 | 0                   | 0                   | 0                                | 0             | 0                  |
| ID THEFT OF NUMBER OR NAME | 0                 | 0                   | 1                   | 0                                | 0             | 1                  |
|                            | 3                 | 1                   | 2                   | 0                                | 0             | 1                  |
|                            | 0.02%             | 0.05%               | 0.08%               | 0.00%                            | 0.00%         | 0.08%              |

| <b>TITLE FRAUD</b>  |                   |                     |                     |                                  |               |                    |
|---------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b> | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| HOME                | 9                 | 0                   | 1                   | 4                                | 3             | 3                  |
| PROPERTY            | 8                 | 0                   | 0                   | 0                                | 0             | 0                  |
| VEHICLE             | 8                 | 1                   | 2                   | 0                                | 0             | 1                  |
|                     | 25                | 1                   | 3                   | 4                                | 3             | 4                  |
|                     | 0.16%             | 0.05%               | 0.13%               | 0.25%                            | 0.21%         | 0.32%              |

| <b>UNAUTHORIZED ENTITIES FRAUD</b> |                   |                     |                     |                                  |               |                    |
|------------------------------------|-------------------|---------------------|---------------------|----------------------------------|---------------|--------------------|
| <b>Type of Case</b>                | <b>Complaints</b> | <b>Cases Opened</b> | <b>Cases Closed</b> | <b>Presented for Prosecution</b> | <b>Arrest</b> | <b>Convictions</b> |
| FICTITIOUS BONDS                   | 2                 | 0                   | 0                   | 0                                | 0             | 0                  |
| HEALTH                             | 29                | 0                   | 1                   | 0                                | 0             | 0                  |

|                    |       |       |       |       |       |       |
|--------------------|-------|-------|-------|-------|-------|-------|
| LIFE AND ANNUITIES | 3     | 0     | 0     | 0     | 0     | 0     |
| PROPERTY/CASUALTY  | 4     | 1     | 0     | 0     | 0     | 0     |
| PROVIDER           | 4     | 0     | 1     | 0     | 0     | 1     |
| VEHICLE            | 1     | 0     | 1     | 0     | 0     | 0     |
|                    | 43    | 1     | 3     | 0     | 0     | 1     |
|                    | 0.27% | 0.05% | 0.13% | 0.00% | 0.00% | 0.08% |

| <b>VEHICLE FRAUD</b>      |            |              |              |                           |        |             |
|---------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case              | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| ACCESSORIES               | 89         | 7            | 11           | 7                         | 4      | 1           |
| BODY SHOP                 | 146        | 11           | 11           | 13                        | 12     | 2           |
| BY CLAIMANT               | 0          | 0            | 0            | 1                         | 1      | 0           |
| DAMAGE TO VEHICLE         | 707        | 72           | 66           | 37                        | 31     | 27          |
| DITCHING                  | 512        | 35           | 43           | 27                        | 23     | 17          |
| FAILURE TO RETURN (THEFT) | 11         | 2            | 1            | 1                         | 1      | 1           |
| VEHICLE                   | 0          | 0            | 2            | 0                         | 1      | 1           |
|                           | 1465       | 127          | 134          | 86                        | 73     | 49          |
|                           | 9.12%      | 5.74%        | 5.62%        | 5.46%                     | 4.99%  | 3.92%       |

| <b>WARRANTY FRAUD</b> |            |              |              |                           |        |             |
|-----------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case          | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| CELL PHONE            | 1          | 1            | 1            | 6                         | 6      | 1           |
| COMMERCIAL            | 5          | 0            | 0            | 0                         | 0      | 0           |
| HOME                  | 3          | 0            | 0            | 0                         | 0      | 0           |
| VEHICLE               | 6          | 1            | 0            | 0                         | 0      | 0           |
| VESSEL                | 1          | 0            | 0            | 0                         | 0      | 0           |
|                       | 16         | 2            | 1            | 6                         | 6      | 1           |
|                       | 0.10%      | 0.09%        | 0.04%        | 0.38%                     | 0.41%  | 0.08%       |

| <b>WORKERS' COMPENSATION FRAUD</b> |            |              |              |                           |        |             |
|------------------------------------|------------|--------------|--------------|---------------------------|--------|-------------|
| Type of Case                       | Complaints | Cases Opened | Cases Closed | Presented for Prosecution | Arrest | Convictions |
| AGENT PREMIUM                      | 2          | 0            | 2            | 0                         | 0      | 2           |
| BY ATTORNEY                        | 3          | 0            | 0            | 0                         | 0      | 0           |
| BY CLAIMANT                        | 2          | 0            | 0            | 0                         | 0      | 0           |
| BY EMPLOYEE CLAIMANT               | 713        | 172          | 214          | 72                        | 49     | 53          |
| BY EMPLOYER                        | 90         | 24           | 40           | 13                        | 10     | 20          |
| BY PROVIDER                        | 14         | 1            | 1            | 1                         | 0      | 0           |

|                            |        |        |        |        |        |        |
|----------------------------|--------|--------|--------|--------|--------|--------|
| EMPLOYEE PAYROLL           | 4      | 2      | 1      | 0      | 0      | 0      |
| EMPLOYER PREMIUM           | 158    | 55     | 26     | 37     | 26     | 12     |
| FICTITIOUS CERTIFICATE OF  | 3      | 4      | 4      | 1      | 1      | 1      |
| FICTITIOUS CERTIFICATE OF  | 43     | 28     | 24     | 13     | 16     | 11     |
| ID THEFT OF NUMBER OR NAME | 623    | 160    | 247    | 141    | 135    | 128    |
| LEASING COMPANY            | 1      | 1      | 0      | 1      | 0      | 0      |
| MONEY SERVICE BUSINESS     | 0      | 9      | 7      | 10     | 9      | 1      |
| VIOLATION OF STOP WORK     | 240    | 90     | 65     | 58     | 55     | 40     |
| WORKING WITHOUT COVERAGE   | 266    | 239    | 210    | 183    | 177    | 92     |
|                            | 2162   | 785    | 841    | 530    | 478    | 360    |
|                            | 13.46% | 35.49% | 35.26% | 33.65% | 32.67% | 28.82% |
| Grand Total                | 16063  | 2212   | 2385   | 1575   | 1463   | 1249   |

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