

# Curriculum Vitae for Sue Collings, CIP

## Certifications:

- Chartered Insurance Professional (CIP)

## Professional Experience:

- 2001 to 2007 – Royal & SunAlliance Insurance; Special Investigations Unit
- Responsible for the investigation of Accident Benefit claims which included:
  - Staged car accidents
  - Jump-ins
  - Employment
  - Caregiving, Attendant Care, Housekeeping expenses
  - Liability Slip Fraud
- Statements from claimants, employers, service providers, witnesses, brokers
- Assist legal counsel on pre-arbitration
- Provide training to staff on red flags, statement taking, file preparation
- 1995 to 2001 – Zurich Canada; Special Investigations Unit
- Similar job description/duties as RSA
  - Organized “Queen Physiotherapy” Investigation
    - Resulted in 3 arrests
    - Two letters of commendation from insurance industry
  - Large internal fraud involving Independent Adjuster
    - Convicted & sentenced to 2 years

- 1991 to 1993 – Bell Mobility Security; Security Investigator
  - Investigated cellular phone fraud; cloning & personation
  - Handled search warrants & wire tap requests by police
  - Worked closely with police agencies & other cellular providers
  
- 1987 to 1991 – Toronto Police Service; Dispatcher/Police Officer
  - Graduated Ontario Police College & C.O. Bick College
  - Assigned to 52 Division in uniform capacity
  - Enforced Federal, Provincial & Municipal laws
  - Attended court to give evidence

## **EDUCATION**

1995 – 2004 - The Insurance Institute

- Chartered Insurance Professional Designation (CIP)

1985 – 1987 - Carlton University, Ottawa, ON

- Criminology & Criminal Justice

1983 – 1985 - Cambrian College, Sudbury, ON

- Law & Security Administration

## **TRAINING & SPEAKING ENGAGEMENTS**

- Insurance Corporation of British Columbia (ICBC) Annual Fraud Conference, hosted by Lindsay Kenny, LLP (1997)
  - Key note speaker – “Queen Physiotherapy Investigation”

- Insurance Corporation of British Columbia (ICBC) Annual Fraud Conference, hosted by Lindsay Kenny, LLP (1998)
  - Key note speaker – “Internal Fraud Investigation”
- Canadian Association of Special Investigation Units – Fraud Seminar
  - Speaker – “The A-B-C Rules of Statement Taking”
- Canadian Association of Special Investigation Units – Fraud Seminar
  - Speaker – “Who’s Investigating the Investigator”
- Canadian Institute – “Private Investigations of Auto Insurance Claimants: Obtaining Admissible Evidence” (2004)
  - Panel/speaker
- Canadian Association of Special Investigation Units – Fraud Seminar
  - Panel – “How To Prepare A File For Litigation” (2005)
- York Regional Police – Street Racing Kick-Off (2007)
  - “Street Racing; Impact on Insurance Rates”

## **PUBLICATIONS**

May 1999 – Canadian Insurance Magazine “A Tale of Two Provinces”

January 2007 – Canadian Insurance Magazine “Watching The Detectives; Investigating Your Investigators”

January 2008 – Blue Line, Canada’s National Law Enforcement Magazine “Insurance Fraud Cheats Us All”

## **MEMBERSHIPS**

Canadian Association of Special Investigation Units (CASIU)

- President, 2006-2007
- Board of Directors, 11 years