

Rudolf Frei, Managing Director, Principal Consultant

Key areas of expertise: Fraud and claims performance gap analysis, training courses, analytics and performance evaluation consulting.

Rudolf Frei has over 29 years of hands-on experience in the insurance industry, specialising in insurance management consulting and claims, fraud and insurance operations.

- Founded the IBNR franchise in 2009 to provide expert insurance management consulting solutions to progressive clients across Asia
- Instrumental in establishing international benchmarking reviews of key claims and fraud performance indicators
- Introduced fraud risks control framework to the industry
- Supervised a special investigation anti-fraud unit for over 4 years as head of claims and legal, and SIU
- Worked for over 15 years in supervisory roles in claims and legal, fraud and insurance brokerage, and management consulting for Swiss Re, JLT, AXA, Generali, KMPG Insurance Consulting and Winterthur Insurance (AXA)
- Primary insurance and reinsurance expert, and a highly experienced insurance management consultant, particularly in re-engineering cross-functional business processes, quality management and IT systems
- Expertise covers claims and legal, anti-fraud and risk management, technical training, sales and marketing, IT system optimisation, sales training and sales support solutions, and insurance operations