

ISCAS LTD

*Interim Solutions,
Consultancy and Support*

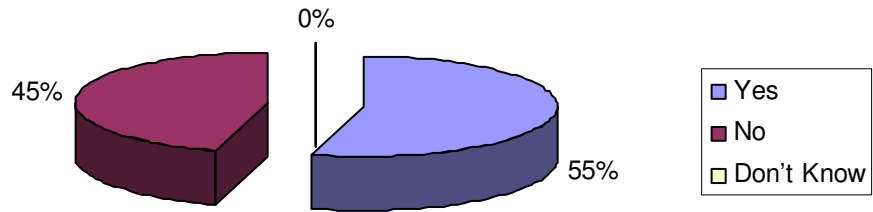
**FINDINGS OF ONLINE SURVEY
INTO THE RELATIONSHIP
BETWEEN OF
E-BENEFITS AND FRAUD**

simon@iscas.co.uk

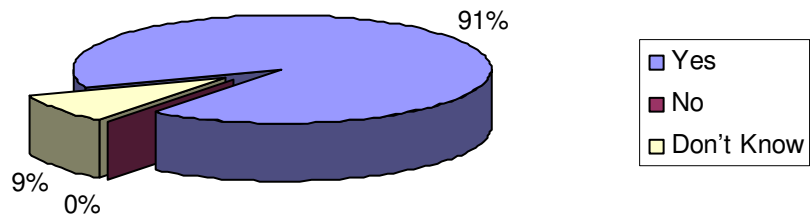
www.iscas.co.uk

June 2007

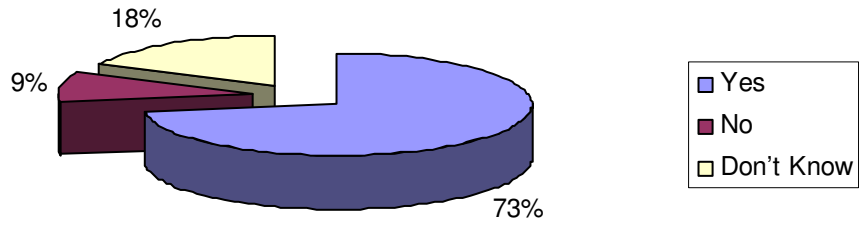
Do you think allowing claims by electronic means or telephone is a good idea?



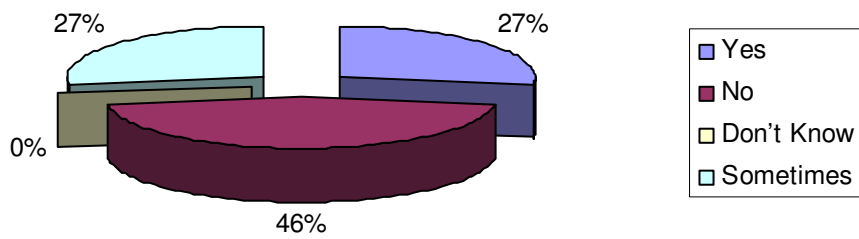
Will new claims via electronic methods increase fraud?



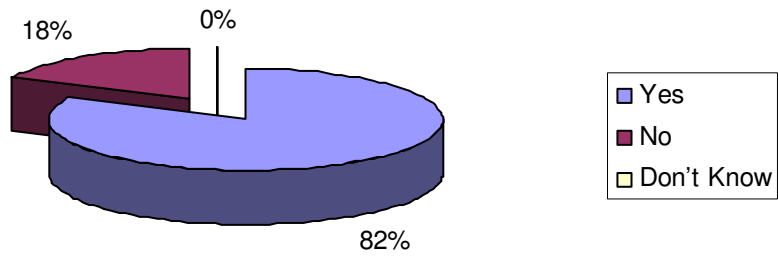
Will new claims via the telephone increase fraud?



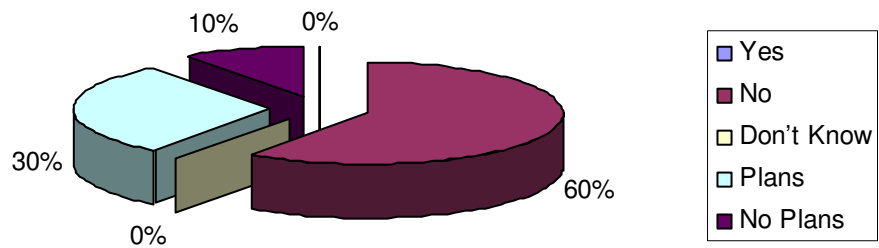
Do you require original documents before taking prosecution or sanction proceedings?



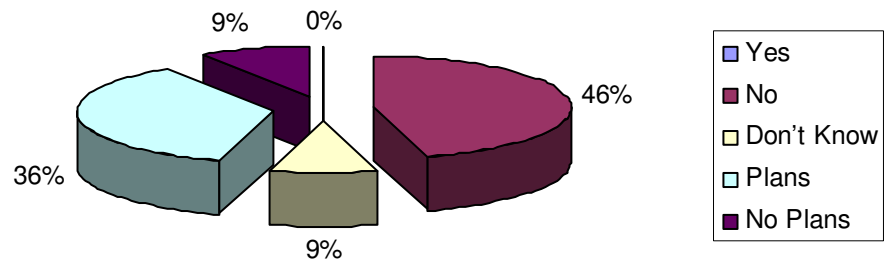
Do you always require a signature for all claims?



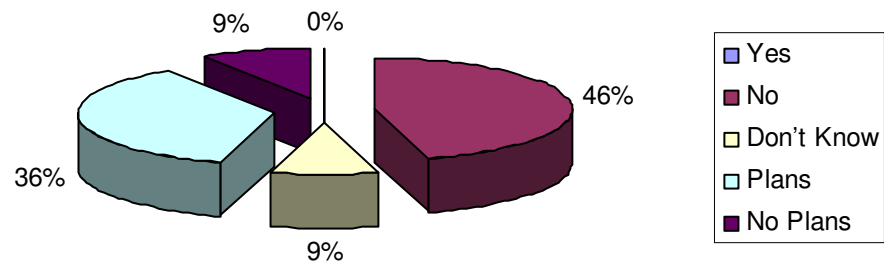
Has your authority implemented the Electronic Communications Order to allow claims electronically?



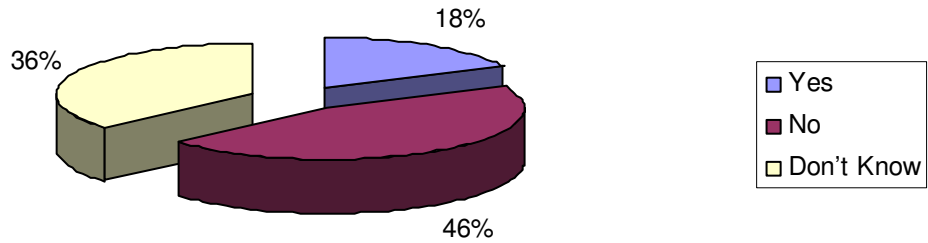
Has your authority implemented the Electronic Communications Order to allow changes of circs electronically?



Has your authority implemented the Electronic Communications Order to allow changes to claims electronically?



Should authorities act like insurance companies in e delivery (i.e. all claims by telephone or web based)?



Does your authority's web site contain a "report a fraud form"

