

# KEY FINDINGS



**88%**

of respondents **don't understand** insurance fraud

▲ 3% from 2020



**Six out of ten** respondents **underestimated NZ insurance fraud costs** each year (up to **\$70 million** rather than the industry estimate of **\$739 million**)

▼ 1% from 2020



**Six out of ten** respondents **don't understand the consequences** of committing insurance fraud

▲ 5% from 2020



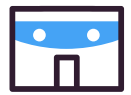
**51%**

▲ 9% from 2020

Respondents thought an **individual** would be **more likely** than a **business** to commit insurance fraud

**42%**

▲ 7% from 2020



**Eight out of ten** respondents **incorrectly** thought the worst that could happen if caught committing insurance fraud was that your **claim would be declined**



▼ 2% from 2020

**Only 57%** of respondents **knew they could receive a criminal conviction** if caught committing insurance fraud



▼ 3% from 2020



**63%**

of respondents thought that **exaggerating claims** was the **most common** type of fraud

▲ 7% from 2020

**54%**

of respondents thought **non-disclosure** or misrepresenting information was the **second most common** type of fraud

▲ 5% from 2020

