



warranty and service fraud – a crime not to be underestimated

corma GmbH – we look deeper

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Estimations (pwc/AGMA) show that warranty and service fraud across all sectors is reducing corporate income between three to five percent on average– and is on the rise.

who is affected?

Particularly vulnerable to warranty and service fraud are companies with attractive products and spare parts and, at the same time, high service requirements such as companies in the high-tech/IT industry, the automotive industry and also consumer electronics.

Fraudulent offences are prevalent where indirect sales structures with their own service and outsourced repair system is in place. This includes installation and qualification processes such as external call centers as contact points for the acceptance of warranty claims.

who are the offenders?

Warranty fraud can be committed by end-customers, service partners as well as by employees and other service providers. The modus operandi ranges from the misuse of customer and contractual data via serial number manipulation to warranty claims that are complete inventions. End-customers fraudulently appropriate spare parts in

order to resell them, service partners accept wage payments and spare parts for work that has not been performed. A company's own employees as well as service and logistics providers who are familiar with handling procedures can exploit gaps in the system – the methods used by fraudsters are highly varied and the damage is immense.

what can corma do for you?

corma GmbH helps you recognize fraudulent patterns (that you may or may not have known existed), identify the fraudsters and stop losses. Moreover, corma supports you in the enforcement of your claims vis-à-vis the offenders.

The services provided by corma GmbH include:

- Process analysis for weak point recognition
- Development of analysis queries
- Link analyses for the identification of offender networks
- Operational investigations and online research
- Support through partner audits
- Professional processing of investigation results for law enforcement authorities



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about corma

corma, founded 1999 and headquartered in Germany, is dedicated to providing professional investigations, research and data analytics services, i.e. supporting corporate security departments in successfully managing their investigative work. In an age of a free globalized market economy and an ever-changing business environment, corma rises to the challenge of dealing with new forms of criminal actions.

Our expertise covers fields such as research, data analytics and investigation. We offer thorough and precise investigations in cases of fraud, counterfeiting, information losses and other types of crimes.

our team

is comprised of investigators, fraud analysts and fraud examiners. Besides having professional experience the corma GmbH is putting a strong emphasis on continuous training and individual advancement.

Our investigators are certified by international standards (ACFE, BID, ZAD) and our analysts go through intensive training on all our analytical software.

Since corma operates globally, our staff is fluent in many languages, including English, Spanish and Russian.

The corma approach is unique in the investigation industry and our achievements speak for themselves.

Any questions? Feel free to ask us!

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