



FACTORS THAT CONTRIBUTE INSURANCE FRAUD

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UNIVERSITI TEKNOLOGI MARA MALAYSIA

KAMPUS BANDAR MELAKA

JULY 2013

**FACTORS THAT CONTRIBUTE INSURANCE FRAUD AT MALAYSIA INSURANCE
INSTITUTE**

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**Submitted in Partial Fulfillment of the Requirement for the Bachelor of Business
Administration (Hons) Insurance**

FACULTY OF BUSINESS MANAGEMENT UITM,

KAMPUS BANDARAYA MELAKA

July 2013

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION (HONS)

INSURANCE

FACULTY OF BUSINESS MANAGEMANT

UNIVERSITO TEKNOLOGI MARA

BANDARAYA MELAKA

“DECLARATION OF ORIGINAL WORK”

We, NUR HAMIZAH BINTI JAFFAR SEDIK, (I/C NUMBER : 881202-43-5866)

SITI SHAKILA ANURA BINTI ROSLI (I/C NUMBER : 900724-11-5238)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF SUBMISSION

Faculty of Business Management
University Teknologi MARA Melaka
Kampus Bandaraya Melaka
110, Off Jalan Hang Tuah
75300 Melaka

January 2013

The Head of Program
Bachelor of Business Administration (Hons) Insurance
Faculty of Business Management
University Teknologi MARA Melaka
75300 Melaka

Dear sir/madam,

FACTORS THAT CONTRIBUTE INSURANCE FRAUD

We're required to do a project paper on the above topic. We hereby submitted this report and we really hope that this work will fulfill the requirement for the Bachelor of Business Administration (Hons) Insurance.

Thank you.

Yours sincerely,

NUR HAMIZAH BINTI JAFFAR SEDIK

2010790625

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Bachelor of Business Administration (Hons) Insurance

ABSTRACT

Insurance fraud is any act committed with the intent to fraudulently obtain payment from an insurer. Fraudulent claims account for a significant portion of all claims received by insurers, and cost insurers and their insured billions of dollars annually. The nature and prevalence of insurance fraud has been studied only to a limited extent, even in the USA and Europe. Nevertheless, national authorities have pressed ahead with various approaches to control such fraud. This paper briefly outlines factors that contribute consumer to commit insurance fraud. The analysis sought to identify factors that contribute consumer to commit insurance fraud with respect to (a) knowledge, (b) motive and (c) attitude. The paper presents secondary data which the journal and books from the previous research conducted by others researcher. The survey was conducted and questionnaire was distributed to 110 respondents from several insurance company and brokers that selected as a sampling in this study. For dependent variable are insurance claim fraud and independent variables are knowledge, motive and attitude.