

MEMORANDUM OF UNDERSTANDING, dated as of November 27, 1997.

BETWEEN:

THE MINISTRY OF ATTORNEY GENERAL OF BRITISH COLUMBIA  
(herein referred to as the "Attorney General"),

AND,

THE INSURANCE CORPORATION OF BRITISH COLUMBIA  
(herein referred to as "ICBC")

WHEREAS:

A. The Insurance Corporation of British Columbia (ICBC) is a Crown Corporation established in 1973 with the authority to engage in, and carry on, all classes of insurance. This service is provided throughout the Province of British Columbia through independent brokers and claims offices in many communities. Supporting claims cost control the Corporation employs Special Investigation Officers who investigate claims in special situations, such as when fraud is suspected. These Special Investigation Officers operate under the provisions of the Insurance (Motor Vehicle) Act. The Corporation has employed investigation staff for 20 years and they are currently designated as Special Provincial Constables.

In July 1996, the Motor Vehicle Amendment Act 1996, and the Motor Vehicle Amendment Act (No.2) 1997 were passed allowing for the merging of the Insurance Corporation of British Columbia and the Motor Vehicle Branch. The merged organization is responsible for the administration of the legislation, regulations and policies governing the operation of Motor Vehicles. The merged organization employs Commercial Vehicle Inspectors who provide law enforcement services with respect to commercial vehicle safety by enforcing the relevant sections and regulations of the following enactments:

- Commercial Transport Act;
- Motor Carrier Act;
- Motor Fuel Tax Act;
- Motor Vehicle Act;
- Motor Vehicle (All Terrain) Act;
- Transportation of Dangerous Goods Act.

These inspectors, as employees of the Motor Vehicle Branch, have been involved in Commercial Vehicle Inspections for many years and the Corporation now requests formal status as a law enforcement unit for this group. This status is required to continue to provide law enforcement services and ensure the maintenance of a high level of integrity of inspection activities.

- B. ICBC and the Attorney General have agreed to establish a Special Provincial Constable program for the purpose granting limited peace officer authority to employees of ICBC who require such authority in order to fulfill ICBC's mandate.
- C. Appointment of Special Provincial Constables (SPC's) in British Columbia is governed by the Police Act, R.S.B.C., 1988, c. 53, and Regulations thereto, as may be amended.
- D. The power to appoint SPCs is at the discretion of the Attorney General.
- E. The purpose of this Memorandum is to be a guide with respect to policies and procedures which the Attorney General will use when considering the appointment of SPCs and contribute to the development of effective and accountable investigative, regulatory and law enforcement functions for employees of ICBC to whom SPC appointments are granted.
- F. The SPC program established by this Memorandum will initially include ICBC's existing Special Investigations Unit and peace officer employees of the Motor Vehicle Branch who are being transferred to ICBC as a result of the merger of the Motor Vehicle Branch with ICBC. It is expected that, in future, all investigative and/or law enforcement-related functions that are, or may become, the responsibility of ICBC will be consolidated in this program and governed by the Police Act and the terms of this Memorandum.
- G. It is the intention of the Attorney General and ICBC that this SPC program, established under section 9 of the Police Act will in future become a Designated Law Enforcement Unit under section 18.1 of the Police Act as amended, 1997. The terms of this Memorandum regarding to the SPC program and SPCs will apply to the Designated Law Enforcement Unit and Designated Enforcement Officers. At the time of transferring the program from section 9 to section 18.1, ICBC agrees to comply with any further Designated Enforcement Unit requirements identified by the Attorney General.

**IT IS UNDERSTOOD THAT:**

1. The Attorney General will consider candidates to be appointed as SPCs, as recommended by ICBC, and may appoint candidates as SPCs for a term and subject to restrictions considered appropriate by the Attorney General. Nothing within this Memorandum shall limit the authority of the Attorney General in respect of SPC appointments.

2. SPC appointments will terminate on the expiry date specified in the appointment or on such sooner date as an SPC ceases to hold the position with ICBC for which the appointment was granted, or ceases to be assigned to active duty. Whenever such circumstances occur, ICBC will notify the Attorney General forthwith.

3. ICBC will not assign to an SPC any investigative or law enforcement duties that exceed or are inconsistent with the limited authority granted to the SPC under the terms of the appointment for that SPC.

4. ICBC will submit a position description with each SPC application that identifies all investigative and/or law enforcement duties. Appointments will not be granted where the need for peace officer status is not clearly demonstrated. The SPC appointment will apply only to the substantive investigative and/or law enforcement duties identified in the position description, and not to any other duties. The appointment will not cover secondments or other positions to which the employee might be assigned or transferred. ICBC will advise of any proposed changes to the substantive investigative or law enforcement duties and will obtain approval of the Attorney General prior to making such changes. At the time of renewing appointments, the position descriptions will be reviewed to determine the need for peace officer status.

5. ICBC will maintain, to the satisfaction of the Attorney General, SPC selection, training and performance standards that are consistent with the Police Act and Regulations. ICBC will establish a liaison with the Justice Institute of British Columbia Police Academy for the purpose of evaluating the training for SPCs. ICBC will be responsible for the cost of the training evaluation and the cost of providing initial and ongoing training to the standard the Justice Institute of British Columbia Police Academy recommends.

6. ICBC will establish and maintain a formal liaison with the British Columbia Association of Chiefs of Police. In the event that protocols are developed with police, they must be approved by the Attorney General.

7. ICBC agrees to immediately notify the Attorney General regarding actual or potential litigation arising out of the conduct of an SPC committed in the course of the SPC's duties with ICBC. ICBC hereby agrees to indemnify the Attorney General in accordance with the Agreement attached as Appendix "A".

8. ICBC will report immediately to the Attorney General all incidents involving an SPC which may affect the SPC's suitability to continue to hold SPC authority, regardless of whether the incident arises out of the SPC's investigative and/or law enforcement job duties with ICBC or not. Without limiting the generality of the foregoing, ICBC will report to the Attorney General any disciplinary action taken by ICBC against an SPC with respect to the investigative or law enforcement functions

performed by that officer, and any charges against an SPC under provincial or federal legislation that ICBC becomes aware of. ICBC will require individual SPCs to report such incidents to ICBC.

9. ICBC will maintain, to the satisfaction of the Attorney General, a process for dealing with complaints from the public concerning the conduct or actions of SPCs. The process will incorporate a protocol agreement involving ICBC, the Complaint Commissioner appointed under the BC Police Act, or such other public complaints body as the Attorney General may specify, and jurisdictional police agencies which will be entitled to recover police costs associated with the investigation of complaints about the conduct of ICBC SPCs. ICBC will initiate the development of the protocol within six months of the signing of this Memorandum. ICBC will include in the annual report on the activities of the investigative and/or law enforcement officers, details of all complaints concerning SPCs received by ICBC and the disposition of those complaints.

10. ICBC acknowledges that the Special Provincial Constable program is subject to the provisions of the Police Act relating to the responsibility of the Director of Police Services to superintend policing and law enforcement functions in British Columbia.

11. ICBC and the SPCs will not represent to the public, in any way, that the employees appointed as SPCs are police. Specifically, SPCs will not wear uniforms or adopt any other form of police-like identification without the specific approval of the Attorney General. The badge carried and uniform worn by SPCs at the time of this Memorandum may be continued, but this authorization will be subject to review by the Attorney General.

12. SPCs will not be permitted to carry or use firearms or other weapons.

13. Every SPC:

- (a) must be subject to a criminal record and reference check at the time of applying for the initial SPC appointment and, from time to time, may be subject to further criminal record and reference checks.
- (b) be appointed as an SPC on an individual basis, in accordance with the Police Act and this Memorandum.
- (c) must sign an Oath as required by the Police Act and an Acknowledgement of Understanding concerning matters such as:
  - (i) the limitations on the SPC authority
  - (ii) the application of Part 9 (Citizen Complaints) of the Police Act.
  - (iii) the disclosure to the Attorney General of information relating to public complaints, disciplinary action and criminal involvement.



- (d) will be issued an identification card by ICBC that has been approved and endorsed by the Attorney General. SPCs must carry the identification card at all times while on duty and must produce it upon request. The identification card will include:
  - (i) the full name and date of birth of the SPC,
  - (ii) an accurate photograph of the SPC, and
  - (iii) the title "Insurance Corporation of British Columbia" as the SPC employer.
- (e) may be issued with an identification badge by ICBC in a design approved by the Attorney General.
- (f) is subject to rescission and re-appointment from time to time to reflect such other restrictions as the Attorney General may prescribe;
- (g) may be subject to such other restrictions as defined by ICBC policy, such policy to be approved by the Attorney General.

14. ICBC agrees to prepare and submit to the Attorney General an annual report outlining activities of SPCs. The content of the report will include:

- (a) statistical information relating to specific exercises of authority,
- (b) program development,
- (c) training,
- (d) discipline,
- (e) public complaints, and
- (f) such other information as may be required or requested to assess the need for and desirability of continuing the SPC appointments.

15. All applications and reports required to be submitted to the Attorney General by the terms of this Memorandum shall be sent to:

Director of Police Services  
Ministry of Attorney General  
PO Box 9285 Stn Prov Govt  
Victoria, British Columbia V8W 9J7.

16. In the event any question is raised with respect to the interpretation of SPC appointments or the interpretation of this Memorandum, the decision of the Attorney General shall be final.

In witness whereof the parties have executed this Memorandum of Understanding.

SIGNED on behalf of the  
Attorney General of the  
Province of British Columbia,  
in the presence of:

Jeannie Hoskins

Witness

Dec. 9/97  
Date

)  
)  
) *[Signature]*  
) Deputy Minister  
)

SIGNED on behalf of the  
Insurance Corporation of  
British Columbia  
in the presence of:

*[Signature]*  
Witness

December 2, 1997  
Date

)  
)  
) *Neil Weatherston*  
)  
)

*[Signature]*

M. Claire Carr  
Corporate Secretary  
Insurance Corporation of B.C.  
151 West Esplanade  
North Vancouver, B.C. V7M 3H9

## APPENDIX "A"

### INDEMNITY

**TO: THE ATTORNEY GENERAL FOR THE PROVINCE OF BRITISH COLUMBIA**

THIS INDEMNITY made under seal and dated 2 day of December, 1997 by the Insurance Corporation of British Columbia, having its address at:

In consideration of the appointment, from time to time, by the Attorney General of Special Provincial Constables under Section 9 of the Police Act, R.S.B.C., 1996, c. 367, as amended (the "Police Act"), at the request of the Insurance Corporation of British Columbia (each person herein called a "Special provincial Constable"), the Insurance Corporation of British Columbia covenants and agrees as follows:

1. The Insurance Corporation of British Columbia hereby unconditionally agrees to indemnify and save harmless the Province and the Attorney General from and against all liabilities, claims, demands, losses, damages, costs and expenses (herein called a "Loss") made against or incurred, suffered or sustained by the Province or the Attorney General at any time where the Loss is based upon or arises out of anything done or omitted to be done by each Special provincial Constable in the course of their duties with the Insurance Corporation of British Columbia.
2. The Province and the Attorney General may, without the consent of the Insurance Corporation of British Columbia, and without prejudicing or affecting the Insurance Corporation of British Columbia's liability hereunder,
  - (a) compromise or settle any claim against it by any third party arising out of or in connection with, any aforesaid act or omission, or each Special Provincial Constable; or
  - (b) release, compound or vary any claim either of them may have against any third party in connection with a loss or grant time or other indulgences to, or make other arrangements with, any such third party.
3. This indemnity is in addition to, and <sup>is</sup> not in substitution for any other right, power or remedy now or hereafter held by or available to the province or the Attorney General in connection with a Loss.





Page 09 to/à Page 12

Withheld pursuant to/removed as

s.22



Insurance  
Corporation  
British  
Columbia

151 W Esplanade  
North Vancouver  
British Columbia  
V7M 3H9

Telephone  
604 661 2800

March 30, 1998

Stacy Perri  
Police Services Division  
P.O. Box 9285 Stn Prov Govt  
Victoria, B. C. V8W 9J7

RECEIVED

APR 03 1998

MINISTRY OF ATTORNEY GENERAL  
POLICE SERVICES BRANCH

Dear Ms. Perri;

SPC - ICBC SIU  
General

**RE: Special Provincial Constables**

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With reference to your letter dated March 20, 1998, I am returning the Oaths of Allegiance for 8 S.I.U. Officers.

If you require anything else please let me know.

Thank you

*Linda Urquhart*  
Linda Urquhart

Special Investigation Unit - ICBC

D/B updated 04/22  
SP

65190-20

March 20, 1998

Ms. Linda Urquhart  
Special Investigation Unit  
Insurance Corporation of BC  
151 W. Esplanade  
North Vancouver, BC  
V7M 3H9

Dear Ms. Urquhart:

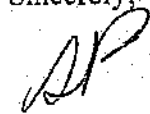
**Re: Special Provincial Constables- New Appointments**

With reference to the above and further to your letter dated February 20, 1998, enclosed please find eight copies of appointments for newly appointed employees. These appointments are for a term commencing March 6, 1998 and expiring March 31, 2001, with the exception of <sup>s.22</sup> whose appointment commenced March 16, 1998 expiring on March 31, 2001. Also enclosed is an identification card and special constable badge to be issued as follows:

s.22

I have also attached a copy of the Oath of Allegiance and Office form to be completed for each appointee and returned to this office without delay. If you have any questions please call me at (250) 387-6044. Thank you for your cooperation in these matters.

Sincerely,



Stacey Perri

Ministry of  
Attorney General  
Enclosures

Police Services Division  
Police Services  
Division

Mailing Address:  
PO Box 9285 Stn Prov Govt  
Victoria BC V8W 9J7

Location:  
Eighth Floor  
1001 Douglas Street  
Victoria



Insurance  
Corporation  
British  
Columbia

151 W Esplanade  
North Vancouver  
British Columbia  
V7M 3H9

Telephone  
604 661.2800

February 20, 1998

RECEIVED  
FEB 26 1998

MINISTRY OF ATTORNEY GENERAL  
POLICE SERVICES DIVISION

Ms. Barbara Murphy  
Ministry of Attorney General  
Police Services Division  
P. O. Box 9285 Stn. Prov. Govt  
Victoria, B. C. V8W 9J7

Dear Ms. Murphy,

The Special Investigation Unit of the Insurance Corporation of British Columbia has hired seven new S.I.U. Officers effective February 16, 1998. The new officers will be located at our head office department. We are writing to request Special Constable status for each officer.

The information required:

s.22

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↳ appi effective Mar 6/98  
↳ budget assignments  
as noted.  
↳ request on the part of BF  
for follow-up.  
THX.

... Page 2

ID → Kevin  
Appt → DAG  
D/B updated 03/05

Page -2-

s.22

/  
s.22

s.22

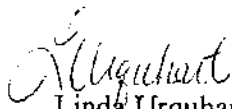
✓  
s.22

s.22

✓  
s.22

We appreciate your assistance and if further information is required, please contact me at 661-6668.

Thank you,

  
Linda Urquhart  
Special Investigation Unit

encl: resumes, position descriptions, photos, id cards and applications





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### INSURANCE CORPORATION OF BRITISH COLUMBIA

Job Reference: 00000444

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#### Job Profile With Key Competencies

Job Title	: SIU Officer	Date	: March 1, 2004
Division	: INSURANCE CORPORATION OF BRITISH COLUMBIA	Salary Band	: 5

#### General Information

##### General Accountability

Investigates fraud and related criminal activities against the corporation.

##### Specific Accountabilities

Investigates fraud and related criminal offences against the corporation, prepares criminal cases and testifies in criminal court.

Prepares reports of investigation and recommendations to evaluate whether charges will be laid. Prepares reports for Crown Counsel substantiating criminal charges against persons defrauding the corporation.

Instructs counsel with respect to investigations and assists counsel in preparing and conducting the corporation's defence.

Provides guidance to managers and adjusters regarding investigation techniques to develop skills in identifying potential fraudulent claims

Works in partnership with other law enforcement agencies to investigate Criminal Code offences against the corporation.

Investigates assigned cases of employees suspected of committing Criminal Code offences against the corporation and prepares report for management.

#### Technical Requirements

Knowledge of the criminal justice system and the Criminal Code of Canada and its application

Knowledge of the relevant legislation applicable to the investigation of insurance fraud and related criminal activities

Knowledge of civil litigation procedures

Knowledge of the principles and techniques involved in claims handling and settlement

Special Constable status and Commissioner for taking oaths in British Columbia

### Key Competencies

#### ICBC's Core and Leadership Competencies

1. **Change, Innovation and Creative Problem Solving** - Going beyond the limits of current systems or solutions to take action on emerging and future problems and opportunities. Improving operational effectiveness by creating or adapting to change.
2. **Results/Action Orientation** - Setting, prioritizing and achieving goals and objectives.
3. **Interpersonal Relationships** - Working positively and constructively with others and encouraging open dialogues.
4. **Performance Accountability** - Focusing efforts in the right direction to achieve performance success. Committing to continually learning and improving.
5. **Customer Focused** - Taking the initiative to understand the needs of the internal and external customer, to give them the best service possible. Building long-term partnerships with customers to respond to their needs, incorporating a customer perspective in every decision.
6. **Honesty and Integrity** - Representing our intentions and ourselves truthfully.
7. **Create a Vision - (Applicable to leaders only)** Identifying a desired future state and translating it into a message that will help others see, feel, and believe how things can be different and better for the long term.
8. **Inspire Others - (Applicable to leaders only)** Influencing, encouraging and convincing others to move in a desired direction.

#### Background

The work requires a sound understanding of the underlying theoretical principles and concepts associated with the subject area and an understanding of the relation of those to the responsibilities of the job. This specialized training is typically recognized by an undergraduate degree and/or a professional designation in a technical/business/scientific field.

Several years of related direct/indirect work experience in a continuous learning environment is typically required for someone to perform this job competently.



## Job Description

JOB TITLE <b>SPECIAL INVESTIGATION OFFICER - CONFIDENTIAL</b>		SALARY GROUP <b>12</b>
JOB CODE	CLASSIFICATION DATE <b>JULY 19, 1994</b>	
JOB SUPERCEDES <b>Special Investigation Officer, April 1, 1988</b>		
DIVISION <b>CLAIMS</b>	DEPARTMENT <b>SPECIAL INVESTIGATION UNIT</b>	LOCATION <b>ALL</b>

### NATURE OF WORK

Reporting to the Manager, Special Investigation Section, the Special Investigation Officer investigates fraud and related criminal offences against the Corporation by planning the method of investigation, gathering information from witnesses, claimants and other sources in the community, and providing guidance and direction to adjusters and civil counsel on payment or denial of the claim and the appropriate defense in civil litigation.

Duties require liaising with adjusters, estimators, counsel, and local fire and law enforcement authorities. Incumbents may assign technical experts such as engineers to assist in the investigation. The Special Investigation Officers gather and compile both field and administrative intelligence to assist in combatting criminal activity against the Corporation. Based on the evidence gathered, the incumbent decides whether criminal charges should be laid, prepares detailed reports to Crown Counsel to substantiate the laying of criminal charges, and attends court hearings or Justice of Peace to swear and defend warrants or evidence of investigations. Incumbents work closely with other law enforcement agencies in joint operations to control criminal activity such as vehicle thefts and accidents staged by organized gangs.

Special Investigation Officers work independently to plan and follow through with all investigations. Incumbents may be required to work outside of normal working hours to achieve their objectives.

### QUALIFICATIONS

#### Required Education and Experience

High School graduation plus specialized training in criminology and the techniques of investigation, including fraud, burglary, vehicle theft and arson.

AND

Extensive experience within a law enforcement environment in progressively more responsible positions where the principles and techniques of criminal investigation have been learned and applied.

OR

An equivalent combination of education and experience.

Must be qualified to be sworn in as a peace officer with the same Special Constable status and authority as the Special Investigation Unit and as a commissioner for taking oaths in British Columbia.



## Job Description

JOB TITLE SPECIAL INVESTIGATION OFFICER - CONFIDENTIAL		SALARY GROUP 12
JOB CODE	CLASSIFICATION DATE JULY 19, 1994	
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DIVISION CLAIMS	DEPARTMENT SPECIAL INVESTIGATION UNIT	LOCATION ALL

### Required Knowledge and Skills

- Current knowledge and understanding of the Criminal Code of Canada and its application, the Criminal Justice system and all other federal and provincial statutes applicable to the investigation of insurance fraud including the Insurance (Motor Vehicle) Act, the Motor Vehicle Act, the Young Offenders Act.
- Demonstrated ability to conduct criminal investigations, ensuring that all evidence is collected in manner acceptable to the courts and protected until trial.
- Demonstrated ability to conduct interviews and interrogations.
- Demonstrated ability to present factual evidence to Crown Counsel to obtain approval to lay criminal charges.
- Demonstrated ability to testify in criminal court.
- Demonstrated ability to develop and maintain effective working relationships within the police community to permit the ready flow of information.
- Demonstrated ability to handle potentially dangerous situations effectively while ensuring the safety of oneself and others.
- Demonstrated ability to deal effectively with and provide protection to information sources.
- Ability to interpret complex property and legal reports, both criminal and civil.
- Good working knowledge of civil litigation procedures.
- Excellent interpersonal skills and ability to communicate effectively.
- Ability to write complete and complicated reports in a clear and concise manner.
- Ability to obtain, develop, organize and evaluate information to arrive at sound, supportable conclusions.
- Ability to analyze, assimilate and present facts clearly and succinctly, both orally and in writing.
- Ability to work independently by planning work schedule, setting priorities and utilizing time effectively.
- Ability to use mature judgement in dealing with insured persons under stressful conditions.
- Ability to train others in fraud identification and evidence handling.
- Leadership abilities.
- Valid B.C. Driver's licence, free of convictions and suspensions for at least the preceding year.

### Desired Qualifications

- Thorough knowledge of the principles and techniques involved in claims handling and settlement.



JOB TITLE SPECIAL INVESTIGATION OFFICER - CONFIDENTIAL		SALARY GROUP 12
JOB CODE		CLASSIFICATION DATE JULY 19, 1994
JOB SUPERCEDES Special Investigation Officer, April 1, 1988		
DIVISION CLAIMS	DEPARTMENT SPECIAL INVESTIGATION UNIT	LOCATION ALL

## ORIENTATION PERIOD

A reasonable period to perform this job at an adequate level would be six months.

APPLICANTS ARE REQUIRED TO UNDERGO A SECURITY CLEARANCE BY FINGERPRINTING AND A HEALTH ASSESSMENT BASED ON THE JOB REQUIREMENTS.

## MAJOR DUTIES AND RESPONSIBILITIES

1. Investigates and evaluates suspicious claims or case files for evidence of fraud against the Corporation.
- Investigates assigned suspicious claims or case files to ensure that inappropriate claims are not paid out by the Corporation.
- Reviews and researches claim file material, information received from mail, anonymous calls, law enforcement agencies or other information sources.
- Assists adjusters in determining whether or not fraud or impropriety exists in a claim.
- Contacts claimants and witnesses to verify facts and statements.
- Arranges for technical experts such as engineers and other specialists to assist in investigating the case as required.
- Contacts other internal resources such as departments in Claims, Litigation and Corporate Law, Accounting, Customer Service and Underwriting for information necessary to investigate claimant information.
- Liaises with various law enforcement agencies to research file data and facts of case, (eg. police agencies, Criminal Intelligence).
- Assists civil counsel in preparing and conducting of the Corporation's defence in assigned files; instructs counsel with respect to the results of any investigation.
- Attends court hearings to present investigation findings.
- Evaluates facts of investigation to assess and report on attempts made by claimants to perpetrate a fraud on the Corporation.
- Prepares formal reports of investigation and recommendations to manager to evaluate whether charges will be laid.
- Ensure that all investigations are carried out within the parameters of statutory law and court decisions and that actions taken by investigator will not bring the corporation into disrepute or cause a case to be dismissed by the courts.
- Ensures that, in cases involving criminal fraud, all evidence is collected in a manner acceptable to the courts and presents such cases to Crown Counsel for prosecution.





## Job Description

JOB TITLE SPECIAL INVESTIGATION OFFICER - CONFIDENTIAL		SALARY GROUP 12
JOB CODE		CLASSIFICATION DATE JULY 19, 1994
JOB SUPERCEDES Special Investigation Officer, April 1, 1988		
DIVISION CLAIMS	DEPARTMENT SPECIAL INVESTIGATION UNIT	LOCATION ALL

### MAJOR DUTIES AND RESPONSIBILITIES (con't)

- Prepares detailed reports to Crown Counsel, which substantiate the laying of criminal charges against persons defrauding the Corporation.
- Prepares criminal cases, maintaining orderly evidentiary procedures, and testifies in criminal court .
- 2. Cooperates with other law enforcement agencies and businesses to facilitate the exchange of information needed in the investigation process.
- Maintains and develops contacts within the law enforcement community to assist with the Special Investigation Unit objectives.
- Draws on and provides information relating to claims and claimants in assistance with: WCB, private investigators, Insurance Crime Bureau, Canadian Auto Theft Bureau, Saskatchewan Government Insurance (SGI), Manitoba Public Insurance Corporation (MPIC), Criminal Intelligence and other policing agencies plus Federal Justice Department and solicitors working on behalf of the Corporation.
- Cooperates with these agencies in exchanging information, locating witnesses, etc.
- 3. Maintains close contact with claims office management and staff to ensure expeditious assistance to the adjusting function and settlement of claims. Provides guidance to managers and adjusters regarding investigation techniques to assist in adjusting files, develops skills in identifying potential fraudulent claims and promote the awareness of fraud against the Corporation.
- 4. Works together with other law enforcement agencies in joint operations, to investigate a variety of Criminal Code offences against the Corporation including: fraud, mischief, theft of auto, possession of stolen property, motor vehicle identification obliteration, uttering forged documents, false pretences, forgery, conspiracy.
- 5. Investigates assigned cases of employees suspected of committing a variety of Criminal Code offences against the Corporation and prepares a complete report for management. Conducts and verifies criminal record checks on prospective employees.
- 6. Maintains a current knowledge of changes in criminal law through on-going education and review.



# Job Description

JOB TITLE SPECIAL INVESTIGATION OFFICER - CONFIDENTIAL		SALARY GROUP 12
JOB CODE		CLASSIFICATION DATE JULY 19, 1994
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DIVISION CLAIMS	DEPARTMENT SPECIAL INVESTIGATION UNIT	LOCATION ALL

## MAJOR DUTIES AND RESPONSIBILITIES (con't)

7. Attends training courses, seminars and conferences, as a participant or instructor, to develop and enhance investigative skills in a variety of areas such as vehicle arson, vehicle theft, statement analysis, and interviewing and interrogation techniques.
8. Performs other related duties which do not affect the nature of the job.

\_\_\_\_\_  
Immediate Supervisor(s)  
and/or First Level Manager/Date

\_\_\_\_\_  
Second Level Manager/Date

\_\_\_\_\_  
Human Resources Services/Date

\_\_\_\_\_  
Incumbent(s)/Date



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### INSURANCE CORPORATION OF BRITISH COLUMBIA

Job Reference: 00000444

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#### Job Profile With Key Competencies

Job Title : SIU Officer  
Division : Claims

Date : November 20, 2009  
Salary Band : 4

#### General Information

##### General Accountability

Investigates fraud and related criminal activities against the corporation.

##### Specific Accountabilities

Investigates fraud and related criminal offences against the corporation, prepares criminal cases and testifies in criminal court.

Prepares reports of investigation and recommendations to evaluate whether charges will be laid. Prepares reports for Crown Counsel substantiating criminal charges against persons defrauding the corporation.

Instructs counsel with respect to investigations and assists counsel in preparing and conducting the corporation's defence.

Provides guidance to managers and adjusters regarding investigation techniques to develop skills in identifying potential fraudulent claims.

Works in partnership with other law enforcement agencies to investigate Criminal Code offences against the corporation.

Investigates assigned cases of employees suspected of committing claims related offences against the corporation.

#### Technical Requirements

Knowledge of the criminal justice system and the Criminal Code of Canada and its application

Knowledge of the relevant legislation applicable to the investigation of insurance fraud and related criminal activities

Knowledge of civil litigation procedures

Knowledge of the principles and techniques involved in claims handling and settlement

Special Constable status and Commissioner for taking oaths in British Columbia

#### **Key Competencies**

##### **ICBC's Core and Leadership Competencies**

Please view competencies on the web by clicking this link: [View Competencies](#)

#### **Background**

The work requires a sound understanding of the underlying theoretical principles and concepts associated with the subject area and an understanding of the relation of these to the responsibilities of the job. This specialized training is typically recognized by an undergraduate degree and/or a professional designation in a technical/business/scientific field.

Several years of related direct/indirect work experience in a continuous learning environment is typically required for someone to perform this job competently.

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