

Video transcript

Brendan Hawthorne

Director of Financial Crime

Financial crime continues to be a high priority for government, regulators and law enforcement agencies worldwide. Recent research by the Home Office estimates that organised crime generates over £20 billion of social and economic harm in the UK alone each year.

At Aviva, we promote a zero tolerance approach to financial crime. We believe that by reducing the impact of financial crime on our own organisation, and by working with regulators and law enforcement agencies to reduce financial crime in the insurance industry, we can play a role in reducing the harmful impact of crime on society.

We take our role as gatekeepers to the financial services industry seriously – all allegations and suspicions raised are subject to independent investigation, will be reported to the appropriate authorities and action will be taken where appropriate.

We work very closely with the police and regulators around the world to minimise the impact of financial crime on our company and the countries we operate in.

Aviva subscribes to Safecall, which is a 24-hour malpractice reporting line. This enables staff to raise concerns they have regarding malpractice in the workplace without any fear of reprisal – they can remain anonymous if they wish.

All allegations received are investigated independently and appropriate action is taken where evidence of fraud or malpractice is found.