

TOP WAYS TO SAVE ON YOUR SURVEILLANCE INVESTIGATION



TIPS FOR NEW PROFESSIONALS

Most reputable investigation firms start their investigation with an independent confirmation of claimant information (i.e. the “prep” or what is sometimes called the “pre-surveillance workup”). But not everyone takes that crucial step, and unfortunately skipping the prep is the best way to quickly use up your budget with nothing to show for it.

Are you new to the profession? Save money: do the prep. Here are a few pointers on the best way to reduce unnecessary spend on your surveillance. These tips are tried and true for a reason.



1

PEOPLE MOVE

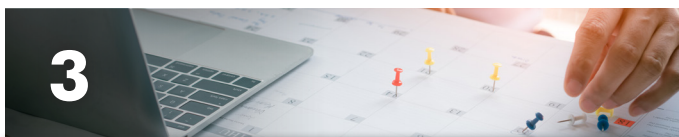
Out-of-date information can have an investigator chasing the wrong lead and wasting time. For example, people don't always let their adjuster know when they move, and this oversight could result in days spent surveilling a property where the claimant doesn't even reside. Some simple preparation can prevent this outcome and eliminate budgetary waste.



2

PEOPLE HAVE MORE THAN ONE VEHICLE

Most people only have one vehicle registered in their name, but consider how often people hop in their spouse's car. So do claimants! Beyond the basic step of learning the car the claimant owns, a solid “prep step” would be running vehicles that belong to partners or family members. If a claimant were to emerge from an underground parking structure in their partner's car, a fully prepared investigator should immediately recognize this possibility.



3

SOCIAL MEDIA KNOWS YOUR CLAIMANT BETTER THAN YOU

Beyond a picture and some relatives, a claimant's social media may provide a window into their social calendar. These days, upcoming and even past events are documented in someone's social media history. More than a snapshot, this can provide a true and detailed account of a claimant's pre- and post-claim activities.



4

NO TWO ASSIGNMENTS ARE THE SAME

It can be easy to forget that investigation is a job unlike any other—an investigator never has the same workday twice. Likewise, no two cases are the same. Prep is always necessary because important details like a claimant's age, history of employment, and claim details are always unique, and deserve a uniquely crafted surveillance strategy. Doing the prep is just a better use of your money.

The “prep” might just be the first step, but a necessary one. With a better picture of the claimant, more insight is gained towards the best time to start a file. Surveillance can be coordinated around an event you know the claimant will be attending, or if the claimant is on holidays, you can postpone surveillance and save some money. Small details can translate into big savings on an investigation—all it takes is a little prep.