

TOP WAYS TO SPEED UP YOUR SURVEILLANCE INVESTIGATION



TIPS FOR NEW PROFESSIONALS

Getting the job done fast and getting the job done right don't have to be mutually exclusive. Are you new to the profession? Here's a few pointers on how to expedite your next claim investigation. These tips are tried and true for a reason.



SEND THE ACCIDENT REPORT

An accident report is often produced following a Bodily Injury auto claim. When these are passed on to an investigator, it provides a solid head start, with information like date of birth (the driver's) or their age (the passenger), and the driver's license number of the claimant (if they were the driver at the time).



HAVE BOTH CURRENT AND PREVIOUS ADDRESSES ON HAND

Knowing the claimant's current address is imperative, and prior addresses are often helpful as well. Investigators can conduct searches using prior addresses to find or verify a current residence. Adjusters often have this information on hand, so it's crucial they know the importance of sharing it with an investigator to speed up the process.



GET HOME AND CELL NUMBERS

Like addresses, adjusters frequently know the phone numbers of the claimant. With this information, investigators can determine where and to whom a number is listed, helping to establish a claimant's place of residence. This is an integral part of Open Source Intelligence (OSINT) or cyber research, and can lead to further business information, events in which the claimant could be participating, or goods/services they may be offering on marketplace sites (using their telephone numbers in the ads).



SHARE A PHOTO OF THE CLAIMANT

A photo and/or description of a claimant can help an investigation considerably, and an adjuster often has information to that effect in their file (like a claimant's driver's license). To that end, it's important to share what you have—no detail is too small. Plus, if you know someone lives with a claimant, pass that information along so the investigator avoids any misidentification.



KNOW THE CLAIMANT'S OCCUPATION OR LAST KNOWN EMPLOYER

Don't underestimate the value of employment history when it comes to claimant intel. Knowing the last known workplace, or even the industry in which the claimant is or was employed, can help an investigator fine tune their approach. For example, a claimant working in a restaurant may keep different hours than a claimant working in an office. Plus, even claimants who claim they cannot work often return to the workplace. If an investigator knows where that is, their investigation can be completed that much faster.