

# Robertson & Co

Investigations and Surveillance



"Robertson & Co only deliver the highest of quality services and take client satisfaction as our main bench mark of success."

Ben Robertson (co-founder)

**Fraud investigations**  
**Intelligent Surveillance**  
**Factual investigations**  
**Accident locus enquiries**  
**Undercover work**  
**Fraud case reviews**  
**Fraud advisory service**



# “We don’t want to be just good; we want to be the best.”

Gavin Robertson (Ex-senior detective officer and founder 1998)

## Quality Assured Products

Our approach to quality is putting every case through a rigorous 5 stage quality control process before it is returned to a client. This ensures clients get the best possible service and products available - **every time**.

## Fraud Investigation Experts

We have very skilled and experienced staff with a reputation and track record for being able to investigate the most serious of fraud claims. With a wealth of contacts at home or abroad you can be assured our investigations are thorough and comprehensively carried out.



## Fee Arrangements

The adage ‘time is money’ does not apply at Robertson & Co and we will always go that extra mile for our clients, to both strive for the right result as well as to make sure you are completely satisfied. This is where we stand apart from our competitors.

### One major insurer says;

“Robertson & Co has set the standard by which our other suppliers are judged – they have revolutionised the surveillance industry in the UK.”

For example; surveillance investigations are typically charged by other suppliers on a fixed fee over a set period of time, usually two days. Extra hours or days carried out will then be charged as additional fees to the insurer.

In contrast Robertson & Co, as part of its **Intelligent Surveillance** product, will carry out as many extra hours or days as deemed necessary to secure the best result for its clients. And this will always be done within the same fixed fee.

Robertson & Co guarantees an average minimum of 24 hours of surveillance (3 working days) to its clients; yet the client only pays for 16 hours.

### This approach

- Improves the chances of obtaining useable evidence by 185%
- Reduces the frustration of “No Shows” from 26% to 9%
- Reduces the hourly surveillance spend by at least 45%

If a case is urgent, we can also mobilise a surveillance service within 4 hours, 24/7/365 – and the cost is the same. This is irrespective of the day of the week, the time of the day, where the subject lives, the number of operatives, vehicles, or the amount and type of equipment which needs to be deployed, there is no charge for mileage, report preparation, accommodation, or any other hidden extras.

Did you know?

Robertson & Co are the second largest investigation services supplier in the UK

# OUR PEOPLE



The success of Robertson & Co is due to our people.

All the staff are selected, thoroughly vetted and trained by Robertson & Co irrespective of their background or previous experience. Employed by Robertson & Co under contract and working to its own Code of Ethics and Professional Standards, they receive regular continuation training.

All the managers are drawn from either a senior claims or a senior police background and all are well-known and respected within their respective areas of expertise.

Because of its people and their expertise Robertson & Co is innovative, flexible and a lawfully audacious company, able to devise and apply solutions to new problems whenever and wherever they occur.

Robertson & Co staff relish new challenges and has yet to be faced with an investigative problem it could not find or devise an approach to. Your problems are our problems and we can help you through the legal, tactical and technical approach to any investigation.

## WHY ROBERTSON & Co CAN HELP YOU

- An established and valued company covering the UK
- Unparalleled expertise and experience in fraud investigations and surveillance
- A truly cost effective approach that will provide higher than average ROI
- Innovative, tailor-made solutions for each individual case within the same fee
- Ethical and lawfully compliant investigations and surveillance
- 5 Stage Quality Control Process
- No cost Claims Audits and Case Reviews
- No cost Training Presentations



We are specialists in:

Motor Fraud Investigations  
Staged/organised accident investigations  
All types of injury and casualty claims  
Commercial and Household Property  
High Net Worth facilitation  
Staff defalcation

Health claims  
Travel claims  
Major Loss claims  
Creditor claims  
EL/PL claims  
HR and discipline investigations

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[www.robertsonandco.com](http://www.robertsonandco.com)

Did you know?

Robertson & Co has over 300 combined years of high-end investigative experience

# SAMPLE LIST OF SERVICES

Description of Service	How the Service Assists You
<b>Intelligent Surveillance:</b>	To confirm or rebut suspicions as to a subjects circumstances or level of mobility. Typically surveillance is conducted for 2 days (16 hours) for a fixed fee. However Robertson & Co will continue surveillance to achieve the best evidence possible at no extra cost. As a result we guarantee a minimum average of 24 hours of surveillance, in all cases, across all lines of business. See our website for details.
<b>Fraud Investigation:</b>	Robertson & Co have an in-house team of senior, ex-Scotland Yard detectives and Serious and Organised Crime Agency officers who have a combined experience of over 270 years and a vast network of contacts. The team undertake delicate, complex and challenging fraud investigations across all lines of business.
<b>Factual Investigation:</b>	Through the use of experienced in-house investigators (see above) and agents in the field we are able to carry out non-fraud investigations for insurers.
<b>Static Care Validation Surveillance:</b>	Surveillance and recording of all comings and goings at a claimant's premises 24 hours a day for a week, to prove or disprove the care element of any claim.
<b>Investigations in Asian Languages:</b>	In order to minimise insurer costs and to improve investigative integrity, (Unknown and unvetted interpreters cannot always be trusted) Robertson & Co are able to offer an investigator, fluent in Punjabi, Urdu and Gujarati to undertake investigations involving members of the Asian community.
<b>Undercover Work:</b>	Fraud and loss prevention & detection through the deployment of undercover operatives, in any environment, to obtain first hand evidence of any unlawful activity or misbehaviour.
<b>Statement Taking:</b>	Statements taken across all lines of business to assist in the validation of claims.
<b>Locus Visits:</b>	Any type of scene visited, measurements and photographs taken, and scale plans or drawings prepared.
<b>CUE &amp; MIAFTR Follow up Calls:</b>	Following positive CUE & MIAFTR search results by a handler; we will undertake all follow up telephone enquiries with other insurers and interpret the results relating to your claim.
<b>High Net Worth:</b>	We provide a unique claim facilitation service as a value added offering for insurers to provide to their High Net Worth clients in the event of a claim being made.
<b>Intelligence Packages or Database Searches: FREE SERVICE</b>	No cost, in-depth intelligence research and data mining carried out on any suspect, business, or individual following Sec. 29 DP Act application.
<b>Fraud &amp; Investigation Advisory Service: FREE SERVICE</b>	Advice on any suspicious claim or investigative options, offered <u>at no cost</u> from our team of Investigation Managers (8am – 6pm) on 01277-366900.

