

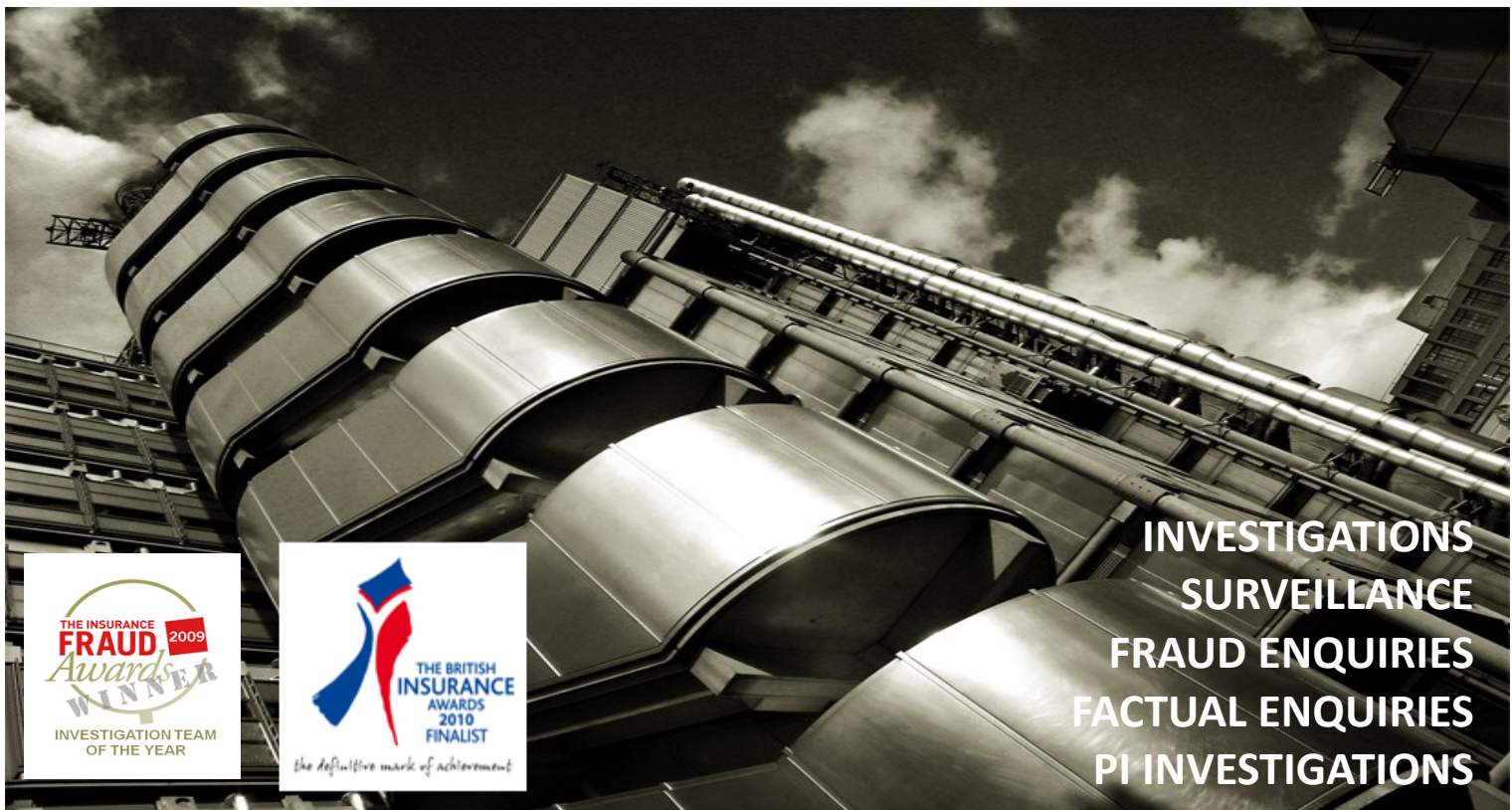
# Robertson & Co

Investigations and Surveillance



## INTELLIGENT SURVEILLANCE

A unique offering brought to our insurance clients by Robertson & Co



INVESTIGATIONS  
SURVEILLANCE  
FRAUD ENQUIRIES  
FACTUAL ENQUIRIES  
PI INVESTIGATIONS



Ben Robertson

## OUR APPROACH

PROFESSIONAL

LEGAL

ETHICAL

FLEXIBLE

INNOVATIVE

RESPONSIVE

QUALITY ASSURED

## INTELLIGENT SURVEILLANCE



Following consultation with the insurer market we identified the following frustrations and concerns with surveillance services;

- The potential for spiralling surveillance costs, where more than the standard two days work may be required
- The inflexibility of the traditional and rigid, two day, surveillance model
- The sheer number of 'No Shows' and its associated wasted costs
- Managing the all too common problem of the claimant no longer living at the address
- The large element of luck associated with surveillance
- Urgent, evening, weekend or public holiday responses are difficult to obtain from suppliers, or come at an additional or premium cost

**IN ANSWER TO THESE CONCERNS WE CREATED**

## INTELLIGENT SURVEILLANCE

# Intelligent Surveillance



## How it works

Upon receipt of every case we will carry out our comprehensive data-mining searches and background research to determine the optimum tactics to be adopted on the surveillance e.g. the time of the day, number of agents and vehicles etc.

An expert case manager is assigned the case with a simple but unique mandate:

***Authorise as many hours of surveillance as required to achieve the best possible result for the client — at no extra cost***

Our final report will ;

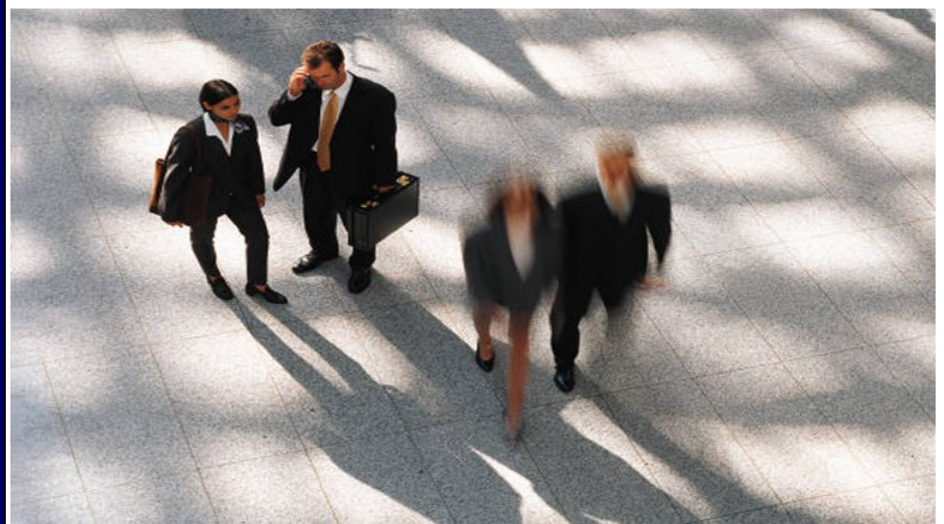
- explain the reasons for our tactical **Intelligent Surveillance** decisions,
- provide a breakdown of costs
- include the number of no-cost hours

## AT NO EXTRA COST

We will carry out as many hours as necessary to maximise our chances of obtaining usable evidence (even though we are contracted for just 16 hours)

Within 4 hours at any time of the day, any day of the year, we guarantee having an urgent surveillance response ANYWHERE in the UK

## AT NO EXTRA COST



## The Results

- Improves the chances of obtaining good evidence by 185%
- Reduces “No Shows” from 26% to just 9%
- Reduces your hourly surveillance spend by 45%
- Gives you an average of 29 hours for the cost of 16 hours

\*Based on client data since July 2009



Our Guarantee: If a client is not satisfied with the additional effort we have devoted to their claim we will not invoice them.

In 2000 one of the largest insurers in the UK said;

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

**And we are doing it again.**

**Leading the way**

**Robertson & Co**

Will Gaskell

Mob: 07590 225672

Tel: 01277 366900

Email: [enquiries@robertsonandco.com](mailto:enquiries@robertsonandco.com)

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

