

Insurance Claims Investigation – Personal Injury



Verity's Insurance Claims Investigation services are designed to assist insurance companies authenticate the integrity of various types of claims and to minimize financial loss.

Benefits for our Clients

Field Experience

Verity's Case Managers are highly experienced investigation experts with over 17 years of field experience and helped achieve more than 5,000 successful cases.

Manpower Efficiency

A team of over 20 full time investigators is led by field veterans. With their expertise and leadership, the team offers excellent manpower efficiency in case management.

True Statements

Our core value is "Verity," which signifies our belief in telling the truth, enforcing high ethical standards, and providing only true statements to our clients. All actions taken are documented or video recorded as proofs for validation against the agreed investigative approach.

Video/Audio Evidence

We make use of advanced equipment to capture clear video footage and audio recording to serve as valuable evidence. Combined with specialized skills, we can greatly enhance surveillance results and investigation effectiveness.

Responsiveness

By adopting a shift arrangement, we can ensure surveillance operations to carry out 24/7, any time, any day. This shift arrangement offers flexibility to fulfill our clients' ad hoc or urgent needs, in addition to capture important evidence on special holidays which subjects can be the most active.

Cross-border Support

Our Shenzhen operation office consists of our highly skilled full time surveillance team to trace claimants who have traveled to China.

Timely Support

Our vehicle and motorcycle teams are always ready to provide support for all surveillance operations and case investigations, ensuring smooth investigation process in a timely manner.

Our Service Includes:

- Detailed action planning
- 20 hours of surveillance conducted by two investigators
- Video/audio evidence
- Full report compilation

Case Flow

Planning is the first and most important step for each and every investigation case. Prior to taking field action, Verity's experienced case manager will conduct thorough reviews of the related documents and perform basic researches and enquiries to validate the claimant's contact information.

An action plan will then be devised along the following objectives:

- Observe the claimant's mobility towards the injured body part
- Investigate the claimant's current and past employment details
- Examine other claims made by the claimant
- Compare the claimant's lifestyle before and after the injury

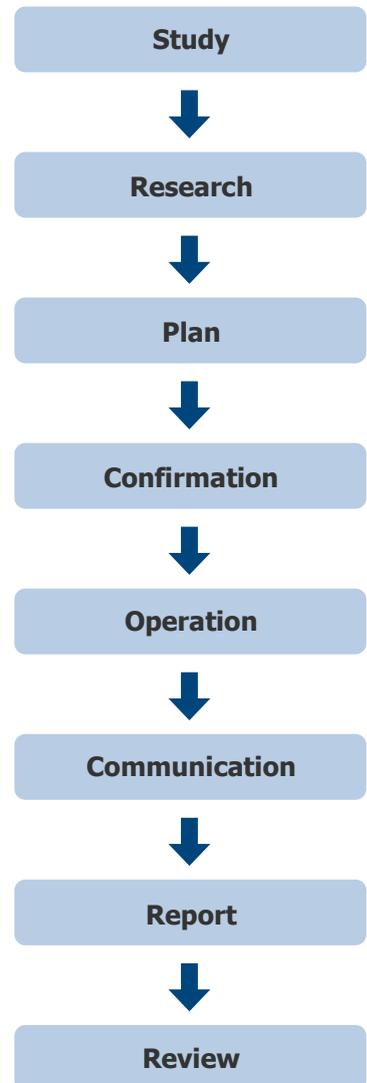
Case manager will submit the action plan for client's review, follow up with the client on any feedbacks, and then confirm the plan.

After receiving the client's approval and confirmation of the action plan, the case manager will use the claimant's profile to schedule the appropriate date and time to conduct the 20 hours of surveillance.

In order to produce the best result, we understand communication with the client is very important. Therefore the case manager will maintain close contact with our clients to exchange information and case progress so as to alter the case direction to facilitate the operation.

During the surveillance, observations will be made of the claimant's behavior, mobility, and even facial expressions. Advanced discreet video equipment will also be used to record the claimant's activities as unarguable evidence in court or negotiation usage.

On completion, a full and detailed report with all gathered evidence, including video footage and photos, will be submitted with recommendations for further actions if needed. Then we will conduct a review of the case to learn the areas of improvements in making continuous progress for our future cases.



To learn more about Verity's Insurance Claims Investigation services, call us at (852) 2581 9696 or email to info@verity.com.hk