

CLAIMS BUREAU USA

Since 1956



The Claims Professionals

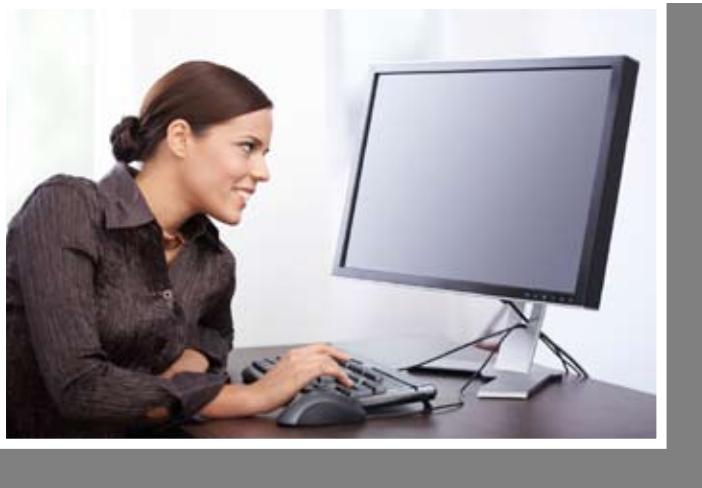
CLAIMS BUREAU USA, INC.

We provide insurers professional, cost effective and timely investigation which assists them in making informed claims decisions. Our thorough and targeted investigation provides insight into the claimant's activities — and often uncovers information which contributes to successful claims resolution.



Our surveillance is creative, flexible and dynamic. Our efforts consistently surpass industry standards and afford insurers the opportunity to resolve claims in a favorable manner. Claims Bureau USA backs every investigation with a customer service ethic that is second to none.

Our dedicated staff of experienced professionals conduct every investigation expeditiously, diligently and with integrity. Claims Bureau USA is licensed, bonded and fully insured.



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

NATIONWIDE COVERAGE

Since 1956, Claims Bureau USA has grown steadily and offers local rates on a nationwide level. Our growth has been fueled by client referrals and unparalleled customer service.

All investigations are conducted by licensed company employees who are knowledgeable of applicable laws and requirements. Claims Bureau USA does not utilize subcontractors, or function as a vendor management company.

Nationwide Coverage

Experienced Management

Employee Investigators

We Get Results



Claims Bureau USA offers its services 24 hours a day, seven days a week, including coverage in Puerto Rico. We do not charge an additional premium for evening or weekend investigations. Every investigation is supervised by a manager with years of experience.



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

INVESTIGATIVE SERVICES

We are a full service company and are confident that we can fulfill all of your investigative needs.

LIFE AND HEALTH INVESTIGATIVE SERVICES

Activities Checks
Asset Checks/Overpayments
Background Investigation
Beneficiary Interviews
Claimant Home Interviews
Court Records, Research & Retrieval
Employment Interviews
Social Media Trac
Social Media Monitoring
Gym Canvass
Investigative Surveillance

Hospital Canvass Locate
Beneficiaries Medical
Records Retrieval
Neighborhood Canvass
Pharmacy Canvass Script
Checks
Police, Fire & EMS Reports
Statements - Recorded & Signed
Work Trac
Sports Trac

ADMINISTRATIVE SERVICES

Online/Fax/Email Referrals Electronic
Reporting Quality Video Stills
Video Options: CD-ROM/DVD/VHS

Embedded Video Links
Daily Updates
Electronic Invoicing & Payments
PDF Enclosures



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

INVESTIGATIVE SERVICES

We are a full service company and are confident that we can fulfill all of your investigative needs.

PROPERTY & CASUALTY INVESTIGATIVE SERVICES

Accident Scene Investigation
Activities Checks
Asset Checks
Attorney-Represented Interviews
Background Investigation
Witness Interviews
Claimant Interviews
Court Records, Research & Retrieval
Employment Interviews Garaging &
Residency
Gym Canvass
Sports Trac

Work Trac
Household Motor Vehicle Checks
Hospital Canvass
Investigative Surveillance
Medical Records Retrieval
Neighborhood Canvass
Pharmacy Canvass
Police, Fire & EMS Reports
Statements - Recorded & Signed
Scarring, Residence & Vehicle Photos
Social Media Trac
Social Media Monitoring

ADMINISTRATIVE SERVICES

Online/Fax/Email Referrals
Electronic Reporting
Quality Video Stills
Video Options: CD-ROM/DVD/VHS

Embedded Video Links
Daily Updates
Electronic Invoicing & Payments
PDF Enclosures



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

INVESTIGATIVE SERVICES

We are a full service company and are confident that we can fulfill all of your investigative needs.

WORKTRAC - SPORTSTRAC

WORKTRAC



- Uncovers employment without the costly expense of surveillance
- Explores current, past, and future employment
- Also includes positions paid “under the table”

SPORTSTRAC



It is common for most claimants to not give up on their sports and recreational activities following an injury

- Uncovers sports, hobbies, and recreational activities
- Any continued or future activity since the date of loss/disability
- Targets activities for optimal surveillance results



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

INVESTIGATIVE SERVICES

We are a full service company and are confident that we can fulfill all of your investigative needs.

SOCIAL MEDIA INVESTIGATIONS

Social Media Trac

- Thorough documentation of all social media postings and/or social networking profiles for the claimant including but not limited to: Facebook, Twitter, Instagram, Google +, LinkedIn, etc, FourSquare, Bebo, Hi5, etc.
- Metadata photo analysis
- Search engine assessments using all known usernames, aliases, addresses, employment companies, etc.

Social Media Monitoring

- Continued monitoring of known profiles at regularly scheduled intervals (daily, weekly, monthly, etc.)
- Useful in tailoring surveillance timing around subjects known activities, therefore ensuring faster and more accurate results



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com

EXPERIENCE MATTERS

Our work product is a reflection of our fifty-plus years of industry experience.

Our high standards ensure that every investigator complies with our clients' policies and procedures.



Our quality control process begins at referral intake. We ensure that all referral objectives are clearly defined before assignment to a field investigator. Investigations are closely monitored to ensure the field staff are meeting all assigned criteria.

Every report is reviewed at multiple levels to ensure it meets our high quality standards for accuracy and readability.



CLAIMS BUREAU USA, INC.

P.O. Box 1100 Burlington, MA 01803 Tel 800-651-0460 Fax 800-651-0496

www.claimsbureau.com