



◀ FRASCO® training

Undercover

An Insider's View on Optimizing Surveillance Outcomes

APPROVED BY:
CEUInstitute



○ Course Agenda

What is Surveillance?

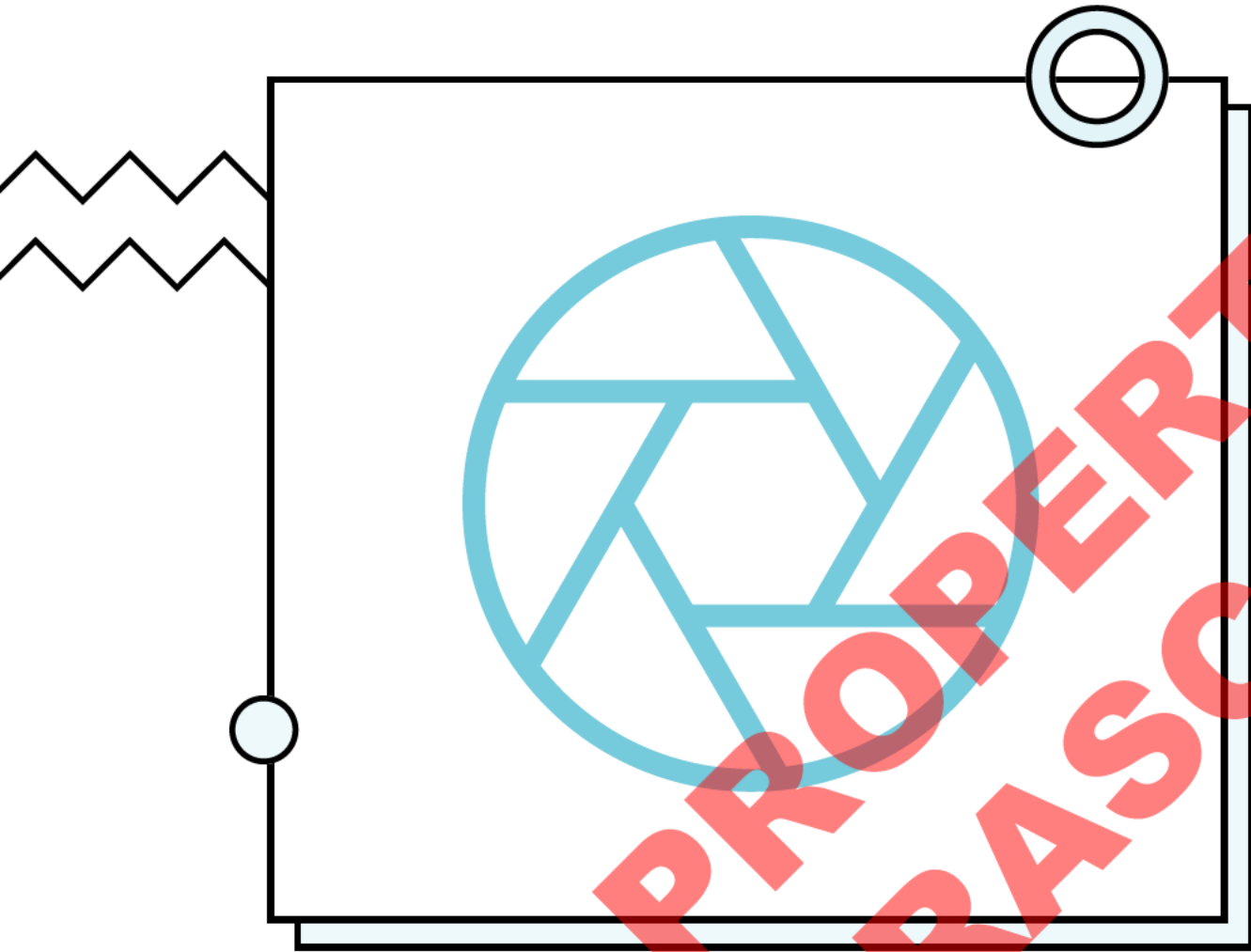
Legality and Ethics

Ineffective Surveillance

Optimizing Results

Using Surveillance Evidence





**What Is
Surveillance?**



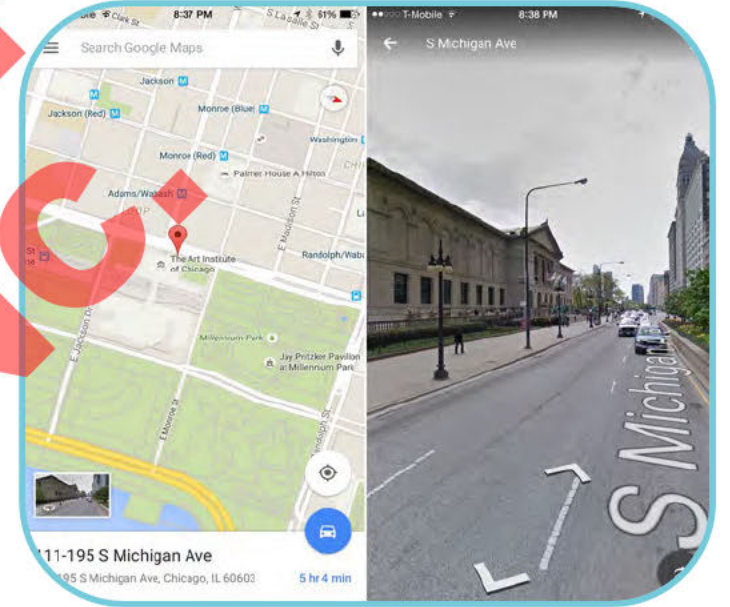
- **Mobile Surveillance**

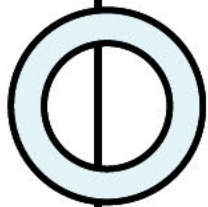


ROC Surveillance



○ ACTIVITY CHECKS?





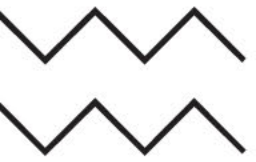
Legality & Ethics

**DOCUMENT
RED FLAGS**

**ROPING /
ENTRAPMENT**

PRIVACY

HARASSMENT



What Can Go Wrong

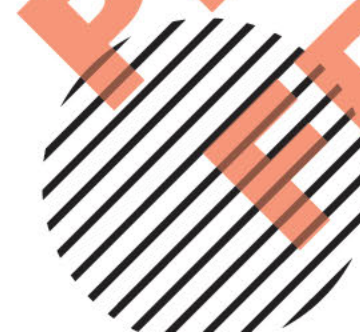
**WRONG
LOCATION**

**WRONG
PERSON**

**GET
“BURNED”**

**LOSE
SUBJECT**

**SUBJECT
NOT
ACTIVE**





Ineffective Surveillance

NO PLAN

NOT ENOUGH

NO ID SHOT

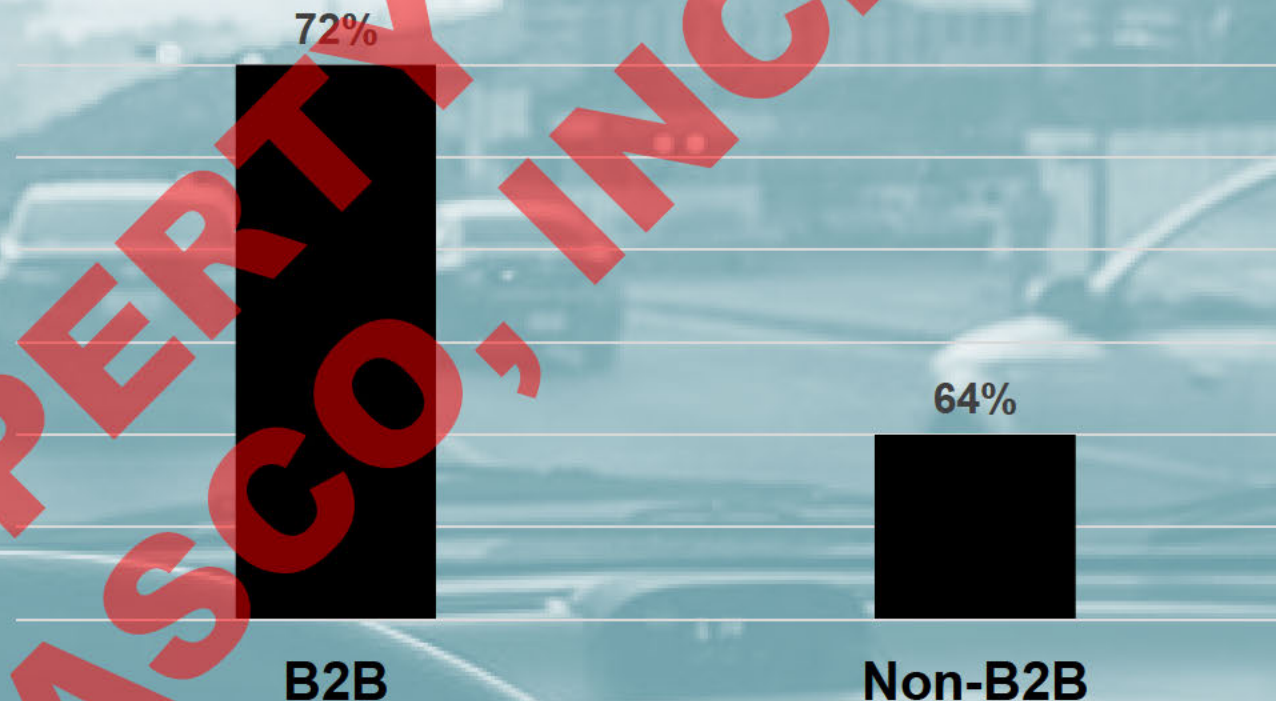
SELECTIVE
VIDEO OR
"LAZY" VIDEO

SCATTERED
DAYS OR
4-HOUR
BLOCKS



BACK-TO-BACK OUTINGS

**Back-to-Back
Surveillance
Outings
Increase the
Likelihood of
Getting Active
Video By 8%**



FULL-DAY VS. HALF-DAY SURVEILLANCE

**Perceived Cost
Containment
of \$500**

Hours Cost Containment

\$1 000

\$500

8 HRS \geq

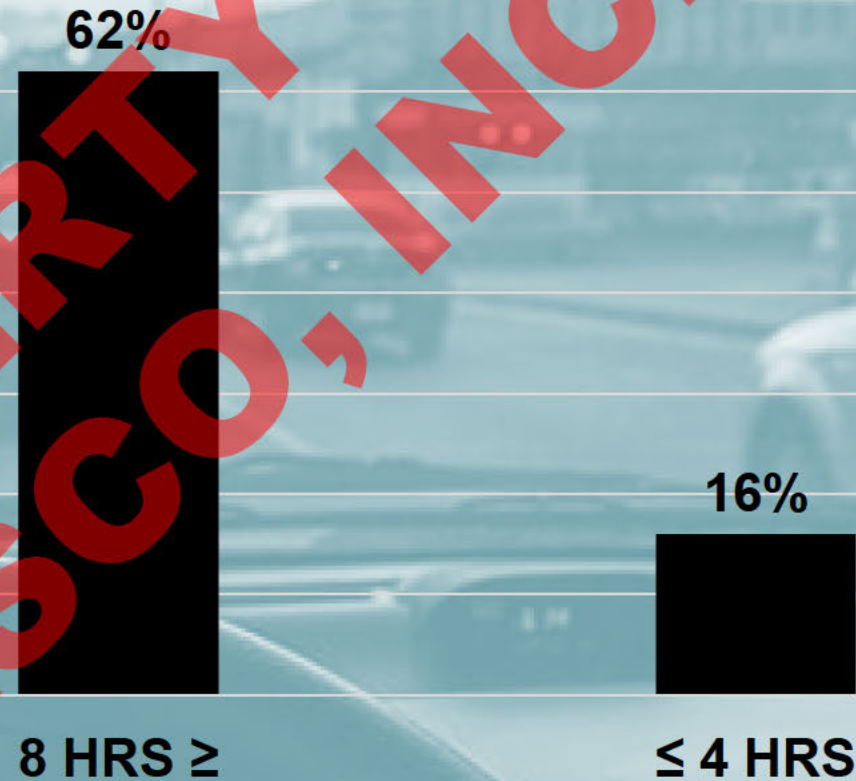
\leq 4 HRS

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FULL-DAY VS. HALF-DAY SURVEILLANCE

**46% V
in Video**

Video % By Hours



FULL-DAY VS. HALF-DAY SURVEILLANCE

**9x More Video
Minutes**

**Video Minutes
By Hours**

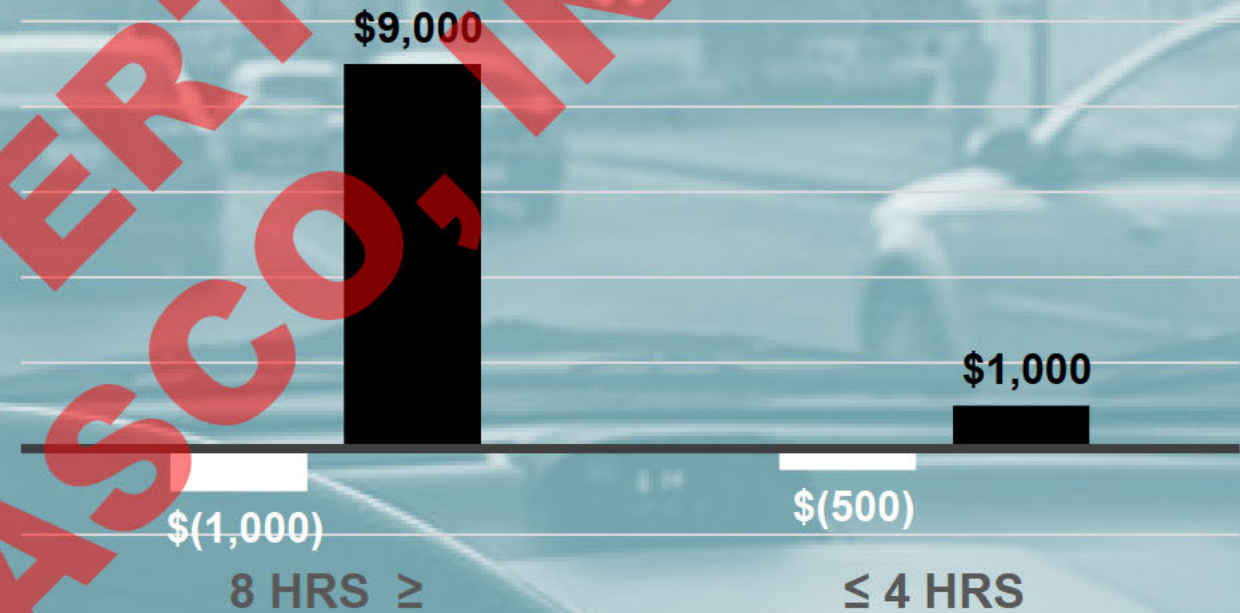


DETERMINING SURVEILLANCE VALUE

**Full Days:
9:1 ROI**

Surveillance Cost vs.
Claims Cost Containment

■ COST ■ SAVINGS

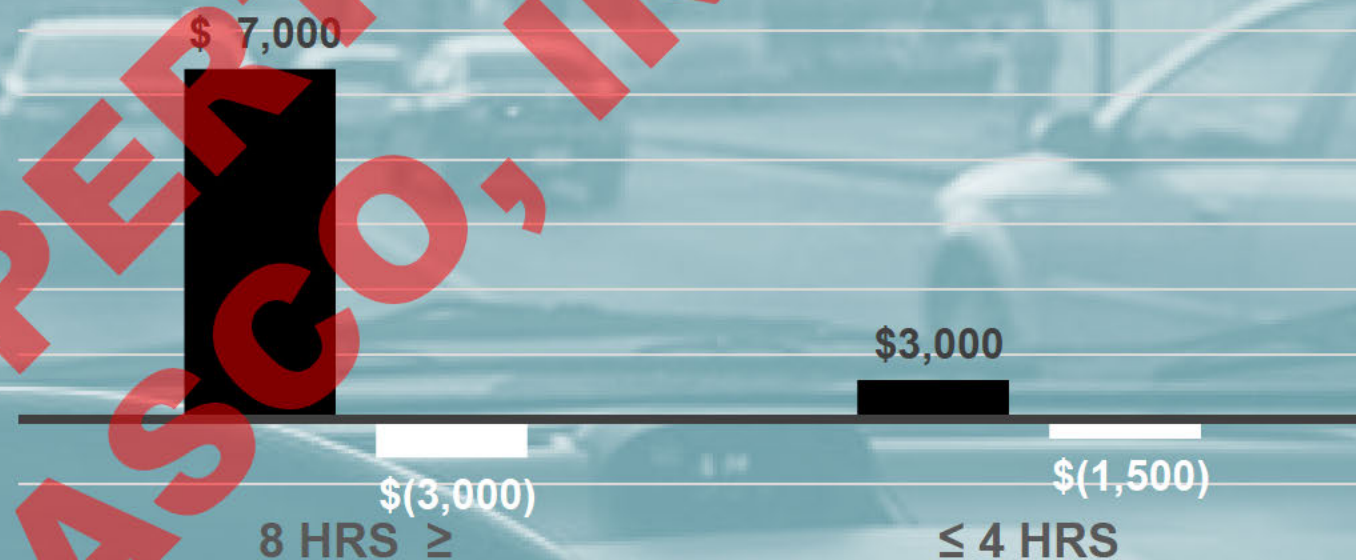


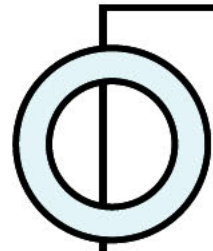
MULTIPLE SURVEILLANCE OUTINGS

**Full Days:
\$24,000 in
Savings**

Surveillance Cost vs.
Claims Cost Containment

■ SAVING ■ COST





Optimizing Results

CONTEXT

CONCERNS

DATA

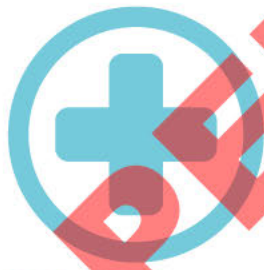
PREP



Context



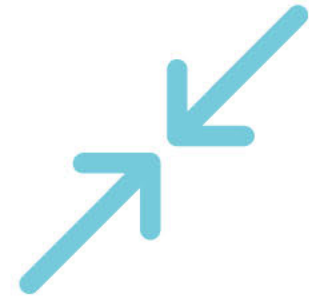
WHAT
HAPPENED &
WHEN?



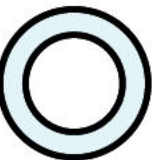
INJURIES



LIMITATIONS /
RESTRICTIONS





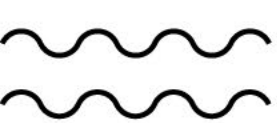
LITIGATED?





Concerns

- 
- What has you wanting to do surveillance?
 - What bothers you about the claim?
 - What red flags do you have?
- 



Data



ID INFO



PERSONALITY

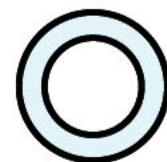


REPORTS



**IF YOU DON'T
HAVE IT, WHO
MIGHT?**

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Prep

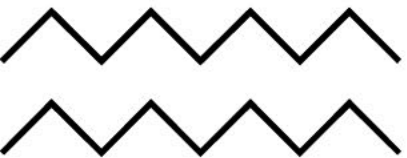
Addresses

DL/Vehicle Registrations

Basic social media

Basic background





Effective Communication



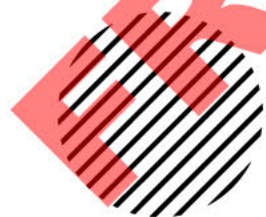
CHANGES

CHALLENGES

DEVELOPMENTS

NEW STRATEGY

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Evidence Usage

**SURVEILLANCE
SHOULDN'T BE A
CHECKBOX;
STRATEGIZE ON HOW
TO USE SURVEILLANCE**

**PROVIDE EVIDENCE TO
RELEVANT PARTIES
BASED ON BEST
PRACTICES (RISK
MANAGEMENT, SIU,
DEFENSE ATTORNEY)**

**USE VIDEO IN
DEPOSITION
SETTLEMENT
CONFERENCE OR
HEARING**

**SCHEDULE POST-
SURVEILLANCE
INTERVIEW**



○ Using Surveillance Evidence

Show to a Physician

Prepare for a Deposition

Post Investigation Interview

Complimentary Investigation





Thank You

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