

# An Introduction to



Investigate Early

Investigate Often

Investigate Efficiently





# Welcome

## Message

Transparency, innovation and professionalism are the core of everything we do at Fairlead Group.

As our business moves through the next decade, I am excited to continue to grow and innovate with the goal of eradicating fraud from the maritime and transport industries. One case at a time.



"

Fairlead Group operations and technology systems are taking on fraud – and we will win"

**Leanne O'Loughlin**

President, Fairlead Group



# Overview

Fairlead Group, a Thomas Miller company, provides high quality, relevant and credible nationwide private investigation services combined with digital case management platform. With 23 years of experience, and a nationwide staff of 200+, we develop deep, long-term client partnerships ensuring consistency wherever an investigation takes place.

Fairlead Group recognizes the importance of early investigations and always in contemplation of litigation. Structured and strategic investigations, along with a cutting-edge technology platform, provides our clients with the tools they need to mitigate losses.

## Why Us

<b>Experience</b>	23 years of experience developing long-term client partnerships.
<b>Technology</b>	Utilize best-in-class case management platform and reporting capabilities with Fairlead Case Management platform.
<b>Early intervention</b>	Recognizing the importance of early and consistent investigation to avoid litigation. <ul style="list-style-type: none"><li>• Pre-employment vetting</li><li>• First notice of loss reports</li></ul>
<b>Trial support</b>	We know how Plaintiff attorneys and their experts operate. We work with your claims, legal and trial teams to provide strategic investigations before, during and post-trial. <ul style="list-style-type: none"><li>• Streamlined template reports</li><li>• Operatives trained as expert witnesses</li><li>• Strategic approach in consultation with your claim's adjusters and attorneys</li><li>• Jury selection investigation report within an hour of jury questionnaires</li><li>• Jury/witness social media monitoring during trial, and</li><li>• Juror exit interviews</li></ul>
<b>Special Investigation Unit</b>	Highly specialized team of former law enforcement, military and professional private detectives provide incident investigation, including witness interviews and assistance with referrals to law enforcement where warranted.
<b>Collaborative and Individualized Investigation Plans</b>	Work with your claims adjusters and lawyers to align resources with highly effective investigation planning and structured approach.
<b>Nationwide Staff</b>	Our nationwide network of 200+ permanent employees are trained to the same high standards, guaranteeing consistency wherever the investigation takes place.
<b>International Partners</b>	Vetted, pre-approved partners strategically located in various international locations.



# Investigation Services



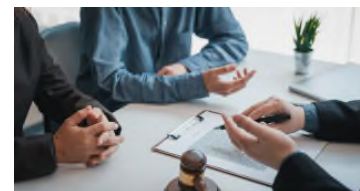
## Open-Source Investigations

Fairlead Group is fully equipped to provide all desktop investigation services you may require.



## Social Media Investigations

Social Media investigations are one of the most effective tools in combating fraudulent claimant activity today.



## Special Investigation Unit

Execute thorough investigations of an incident or series of incidents including guiding the process of referrals to law enforcement.



## Surveillance Investigations

Surveillance operations that are informed by specialized planning to maximize impact.



## Canvass Investigations

Fairlead Group's Medical Canvas team will contact pharmacies, medical and alternative medical facilities, even gyms and fitness studios, efficiently and thoroughly filling in the blanks so you have the complete medical picture.



## Trial Support

Open-source reports on potential jurors and witnesses, social media monitoring through out a trial, and post-trial support in contemplation of appeal.

This is just a selection of the services we provide. Our seasoned professionals can assist with all types of investigations from suspected fraud/criminal activity to asset location to witness location to witness/juror interviews (transcribed or non-transcribed) to detailed pre-employment vetting – if you have an investigative need it is most likely we will be able to assist.



# Your Team

Your Fairlead Group team is standing by, supported by our 200+ permanent nation-wide employees and our network of pre-vetted international partners. Meet the core team available to support your investigative needs.



## **Leanne O'Loughlin, President**

Leanne, a qualified lawyer in Ireland, England and New York. Leanne oversees the operation of several Thomas Miller businesses in North and South America, including Fairlead Group. Leanne has spent her entire career focused on defending litigation and claims on behalf of insureds. Leanne began her career as a lawyer in Ireland, before moving into the P&I world with claims and management positions in London, New York and now New Jersey. Leanne offers extensive legal expertise and experience within the marine claims' environment.



## **Ryan Robison, CFE, President & Founder**

Ryan is the Founder and President of The Robison Group, which comprises a team of professional investigators and support staff spanning the United States. Ryan's 25 years of dedication and innovation in the private investigation sector has proven an immediate and significant addition to the Fairlead Group and our clients. Ryan is personally licensed as a private detective in 36 states, and is frequently requested to provide expert testimony in addition investigative counsel to the largest organizations in the world. Ryan is also founder of SCOUT, an investigative agile case management software platform, solving the investigative challenges of thousands of SCOUT users.



## **Nick Wolfe, FCLS, Case Director**

Nick has been with The Robison Group for 21 years. He has held several positions including Field Investigator, Regional Manager, Field Operations Manager, and for the past 10 years Case Director. Along with being a licensed private investigator, Nick received his Fraud Claim Law Specialist designation in 2018.



## **Pat Burke, CFE, CIFI, FCLA, CVTI, Chief Strategy Officer**

Pat has more than 20 years in insurance fraud investigation experience. In addition to his prior experience as a Chicago police officer, he assisted in starting the Special Investigation Unit (SIU) teams at insurance firms. Pat received his bachelor's degree from Western Illinois University with a major in Law Enforcement Administration. He conducts insurance fraud trainings at a variety of nationally recognized conferences.



## **Thomas Paperiello, CPCU, AIC, CIFI, Director of Special Investigations**

Tom has acted as Director of Special Investigations since 2012, overseeing a team of SIU designated Field Operations Managers and 70+ SIU investigators. For 24 years, he has investigated insurance fraud, and received his bachelor's degree from Western Illinois University with a major in Law Enforcement Administration. He began in 1994 as a field investigator working surveillance in 12 different states.



# Your Team



**Amanda Halter, FCLS, Director of Desktop Operations**

Amanda was made Director of Desktop Operations in 2019, and has nine years of industry experience with a solid history of achievement in investigations and public service. She oversees all company desktop operations including Intake, Reports, Video, Desktop Investigations and Licensing. Prior to this, Amanda held positions as Special Investigations Manager and Case Administrator. In addition, She holds designation as Fraud Claim Law Specialist, is a trained EMT, and Firefighter I & II.



**Matthew Hayden, FCLS, Director of Field Investigations**

Matt has been our Director of Field Investigations since March 2008. Matt oversees field surveillance operations for a nationwide team of private investigators. Matt served his country honorably as a United States Marine, investigating maritime and port related matters. He began his career as a Surveillance Investigator has also held positions as a Senior Field Operations Manager, SIU Team Leader, SIU Investigator, Loss Prevention and Security Officer.



**Robert Schwartz, ALHC, Special Investigations Field Manager**

Rob is a Special Investigations Field Manager, a manager in the SIU department overseeing SIU investigations for the Eastern Region. He also works in SIU compliance, fraud plan analysis and reporting. He has investigated multi-line insurance claims for 28 years. He attended the Rochester Institute of Technology majoring in Criminal Justice, and was a founding member of International Claims Specialists where he managed claims investigations for the US East Coast and foreign claims investigations.



**Jeffery Gordon, FCLA, Senior Field Operations Manager**

Jeff has been Senior Field Operations Manager with The Robison Group since 2017, managing a 20+ person team of investigators. Prior to this, he held positions as SIU Team Lead and Field Investigator. Jeff has extensive experience in the field to effectively navigate complex investigations and maintains his private investigator licensing. In addition to his Fraud Claim Law Associate designation, Jeff also holds a bachelor's degree in Law Enforcement and Justice Administration from Western Illinois University.



# Summary

Fairlead Group believes that taking a much more deliberate approach to private investigation is key to our client's success. A systematic approach to the utilization of private investigation at different stages of a case can provide extraordinary defenses at trial, and ultimately may avoid the need for a trial altogether. Leveraging private investigators early on in the case, especially through online or open-source investigations at the first notice of loss, has the ability to mitigate the litigation exposure at relatively low costs as well as identifying early red flags in the claim.

## Investigate early

We recommend that the investigative process begins as early as possible. Ideally, crew and employees should be vetted comprehensively before being hired. Certainly, we would like to see an incident investigation, comprehensive background and social media investigation take place as soon as possible post incident and preferably before the involvement of lawyers.

## Investigate often

Private investigation is a tool which should be embedded into every case handler's procedures. The approach has to be consistent in order to be effective. Early investigation should be backed up with a consistent ongoing investigation strategy.

## Investigate efficiently

We developed this company with claims handlers and the litigation process in mind. It is designed to be the most cost-effective, and critical, element of every defense strategy. By streamlining the process of assigning and managing a case, creating template digital reports, and working collaboratively on designing a bespoke strategy for each and every assignment, we have removed the uncertainty that has too often come with engaging Private Investigators. The process is collaborative, informed and efficient from start to finish.

Please do not hesitate to make contact if you would like to discuss any aspect of our services.

Very best

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Leanne O'Loughlin

**Fairlead Group**

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# Investigative Services

## Fee Schedule

Service	Amount
Surveillance	Preliminary Report: \$65 Onsite and Travel: \$80/hour* Mileage: \$0.55/mile Report: \$40/hour
SIU and Claims Investigation	Investigation and Report: \$89/hour Mileage: \$0.55/mile
Lost Cargo Police Report Filing & Recovery Investigation	Investigation and Report: \$89/hour Mileage: \$0.58/mile
Fraud Filing Consulting	\$199/hour
Social Media Investigation	\$299
Social Media Monitoring	One (1) Month: \$500 Two (2) Months: \$600 Three (3) Months: \$700
Comprehensive Background Investigation	\$599
Preliminary Desktop Investigation	\$199
Medical Canvass	Up to 17 calls: \$249 Up to 27 calls: \$349 Up to 37 calls: \$449 Up to 50 calls: \$549
Activity Canvass	Up to 17 calls: \$249 Up to 27 calls: \$349 Up to 37 calls: \$449 Up to 50 calls: \$549
Skip Trace	\$350
Asset Check	\$295
Business Check	\$350
Employment Background Search	\$399
Employment Verification	\$390
Criminal or Civil Record Check	\$275
Professional License Search	\$450
Social Security Number Search	\$180
Recreational License Search	\$300 plus records cost
International Surveillance & Desktop Services	Pricing varies based on Country and City.

\*Please inquire regarding any other services not published on this schedule.



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## **Contact Us**

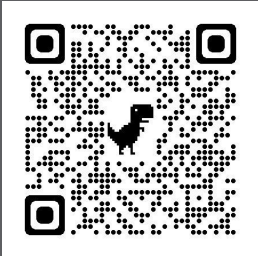
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FAIRLEAD GROUP  
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