



## **Guardian Investigations & Security LLC**

Case Intake Process & Procedure

TX DPS License #: C28600201

info@guardianinvestigations.us | 833.32GUARD ext.1

[www.guardianinvestigations.us](http://www.guardianinvestigations.us)

### **Purpose of This Intake Process**

This document outlines the standardized procedure used by Guardian Investigations & Security LLC to accept, document, and begin investigative or enforcement-related assignments from third-party entities including:

- Licensed Bail Bond Agencies
- Private Investigators & Investigative Firms
- Insurance Companies
- Private Citizens
- Attorneys / Law Offices
- State or Federal Government Agencies
- Business Entities

This process ensures compliance with Texas Department of Public Safety Private Security Program, as well as adherence to legal standards and professional conduct requirements for all licensed activity.

### **Step 1: Case Initiation**

Clients may initiate a case through any of the following methods:

- Email: [info@guardianinvestigations.us](mailto:info@guardianinvestigations.us)
- Phone: 833.32GUARD ext.1
- Website Form: [www.guardianinvestigations.us/intake](http://www.guardianinvestigations.us/intake)
- In-person (by appointment only)

All new case inquiries are logged into our Client Relationship Management System (CRM) for internal tracking and follow-up.

## **Step 2: Guardian Investigations Case Intake Form**

Client Identification:

- Full Name / Agency Name
- Business License or DPS PI/Bail License # (if applicable)
- Contact Number & Email
- Relationship to Case Subject

Case Type (Check all that apply):

- ☐ Bail Enforcement / Fugitive Recovery
- ☐ Surveillance Only (Domestic / Civil / Insurance / Criminal)
- ☐ Private Investigations (Background, Locates, Infidelity, etc.)
- ☐ Arrest Assistance / Warrant Execution (PI w/ law enforcement only)
- ☐ Workers Compensation or Insurance Fraud
- ☐ Government/State Agency Request
- ☐ Other (Specify): \_\_\_\_\_

Subject Information:

- Full Name, DOB, SSN (if available)
- Known Aliases
- Recent Address, Vehicle Info
- Known Habits, Associates, Locations
- Bond Information (if applicable include bond type, amount, court, case number)
- Attach Photo(s) or Documentation

Scope of Work Requested:

- Desired Start Date
- Special Instructions / Known Risks
- Surveillance Hours (if applicable)
- Locations to Monitor / Investigate
- Legal Boundaries or Jurisdictional Notes

Legal Authorizations (Check all that apply):

- ☐ Court Order Attached
- ☐ Warrant Attached
- ☐ Bond Revocation Notice Attached
- ☐ Letter of Authorization to Investigate
- ☐ Insurance Assignment Letter

### Step 3: Pricing & Retainer Terms

Service Type	Rate
Surveillance (2-hour minimum)	\$85/hr + mileage (if outside local area)
Fugitive Recovery / Bail Enforcement	20% - 30% of bond or flat fee (min. \$450)
Arrest Assistance (PI Support Role)	\$150/hr + travel
Investigations / Locates / Backgrounds	\$75/hr + expenses
Process Serving	\$95/serve (rush fees apply)
Mileage	\$0.65/mile
Out-of-State Transport	\$0.75/mile + hotel per diem & flight (if needed)

Note: For bail enforcement, Guardian Fugitive Recovery Agents charge 20-30% of the full bond amount, depending on location, time elapsed, and risk level. 10% of that fee is due up front for initiation unless waived by written contract.

### Step 4: Case Review & Assignment

Once intake form and documents are received:

1. Compliance Check: Confirm all legal documents are valid, active, and within legal jurisdiction.
2. Internal Assignment: Case is assigned to a licensed PI or Bail Enforcement Agent based on experience, territory, and availability.
3. Briefing: Case agent receives a full case file and initiates strategic planning (surveillance schedule, field

operations, etc.).

## **Step 5: Legal & Regulatory Compliance**

Guardian Investigations & Security LLC operates in accordance with:

- Texas Occupations Code Chapter 1702
- Texas Administrative Code Private Security Rules
- DPS Private Security Board License C28600201

All Guardian Fugitive Recovery Agents are:

- Properly licensed and insured
- Bound by DPS compliance
- Required to maintain daily logs and proper documentation
- Not law enforcement and operate within civil apprehension limits

All records are retained in accordance with DPS standards and may be reviewed by regulatory agencies upon request.

## **Step 6: Client Communication & Reporting**

Status Updates: Provided based on contract daily, weekly, or on milestone events.

Reporting: Final report includes photographic/video evidence, agent logs, incident notes, and affidavits (if required).

Court Testimony: Available upon request at standard appearance rate (\$150/hr).

## **Why Choose Guardian?**

- Licensed & DPS-Compliant Operations
- Proven Track Record in Bail Enforcement and Investigations
- Discreet, Professional, and Results-Driven
- Nationwide Network for Fugitive Recovery
- 24/7 Availability for Emergency Deployments

## **Submit a Case Today**

Call 833.32GUARD or email [info@guardianinvestigations.us](mailto:info@guardianinvestigations.us)

Forms available at: [www.guardianinvestigations.us/intake](http://www.guardianinvestigations.us/intake)