

# Special Investigation Unit

***SIU is now a dedicated division of Custard Insurance Adjusters, Inc.***

Custard Insurance Adjusters is excited to announce the addition of SIU as a dedicated division. Specialty Group Inc., now a Custard company, has a proven history of enhancing claims handling through detailed investigative activity.

Whether you're in need of a comprehensive background check, claims history report, full in-person surveillance, or any other activity in our SIU suite, Custard now has the ability to assist through a network of ***highly qualified, licensed investigators.***

The SIU provides nationwide coverage and has the ability to perform a wide variety of standalone services related to any investigation. Our surveillance and data investigation services ensure that you have the necessary information to confidently analyze known fraudulent activity or pursue any red flags you encounter during your examination.



## ***Fraud Investigations***

- Fraudulent Claims Investigations
- Document Retrieval
- Loss Area Canvass
- Medical Investigations
- Location Services

## ***Surveillance***

- Covert Activity Check
- Court Appearance
- Courthouse Record Retrieval
- DRN Vehicle Location Services

## ***Data Investigation Services***

- Skip Trace / Locate
- Asset Check
- Alive and Well Checks
- Data Mining, Social Network Canvass
- ISO Claims History Report



**Contact us 24/7 at  
888.888.9989 or SIU@custard.com  
or through the  
CIA Hotline at 888.CUSTARD**



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## Field Adjuster Support

In addition to our standalone investigation and surveillance services, the SIU Division complements Custard's industry-leading field adjusters by uncovering hard-to-locate information during our claim investigation. This additional resource allows CIA to provide an unmatched level of critical information to our clients while keeping the assignment in-house. This "one-stop shop" approach to investigation activity ensures you get the most complete information from the start.

## Background Checks

Our tiered background check approach allows us to provide client partners with the vital information they need.

### ➤ Basic (Level 1)

- Comprehensive Report including: DOB, SSN, current contact/residential information, basic civil/criminal records, home/vehicle ownership, affiliated companies, possible relatives, preliminary social media review

### ➤ Full (Level 2)

- Comprehensive Report plus detailed civil/criminal history report, detailed social media review, in-depth internet and public records search, ISO claims history report

### ➤ Comprehensive (Level 3)

- Full Background Check
- Update Personal Information
- ISO Claims History Report
- Complete Social Media Report
- Locate Services
- Neighborhood Canvass
- Asset Check - If Required
- Limited Surveillance / Activity Check (Up to 4 hrs)
- Additional Investigative Recommendations With Electronic Reporting



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