

Claims Investigations

■ Northwood & Associates

■ About Claims Investigation Services

There is a simple, yet irrefutable logic to the way Northwood & Associates builds client satisfaction with our claims investigation services. We utilize proven sophisticated methodologies, provide standardized systems, competitive pricing models and always deliver on the promise.

Our guarantee is to give clients the information they need to make confident, educated decisions by utilizing sound investigative techniques and proven methodologies to uncover every available detail in even the most complex of claims.

The professional handling, successful investigation and interpretation of an insurance claim are some of the most important tasks undertaken by an insurance investigator. Northwood & Associates' vast network of professional Investigators has been assisting insurers, third party administrators and self-insured corporations for nearly 20 years. The complexity and diversity of claims entrusted to Northwood & Associates for investigation is well recognized in the industry. We are proud of this solid reputation as the industry's leading insurance investigation firm.

■ The Northwood & Associates Advantage

Our clients take advantage of Northwood & Associates':

- International investigations experience
- State-of-the-art technology
- Ability to deliver return on investment across multiple lines of claims
- Speed & quality service which consistently reduce operating costs for our clients

We are ever mindful that our clients must remain competitive and to do so they require a pro-active approach to the claims investigation process. Promptness and responsiveness when indicators and warning signs are present are vital to insure the most savings on each assignment.

■ Our Approach

When engaging Northwood & Associates, you can be comfortable in knowing that your company will be professionally represented at all times in the field, preserving corporate image and reputation.

■ Our People

Northwood & Associates Investigators will cover every aspect from first incident to finality. All are highly trained and when they do uncover inconsistencies or in extreme cases, fraudulent activity, they remain objective and take a pro-active role in gathering the facts for presentation to the client. Every one of our staff performs duties and responsibilities on behalf of our clients in compliance with company policies and procedures, applicable laws, regulations and client objectives.

■ Claims Investigation Services Encompass

- Personal Injury
- Liability & Litigation Support
- Property Loss through Fire or Theft
- Witness Interviews/Statements
- Claimant Interviews
(Disability & Critical Illness)
- Police Interviews
- Employer Interviews
- Activity Checks
- Financial Reports
- Accident Investigation/Reconstruction
- Workers' Compensation

Northwood & Associates conducts both investigative inquiries and surveillance work on behalf of many of Canada's largest insurers, self-insured corporations and leading law firms.

Northwood & Associates has expanded its capabilities across Canada and provides a national platform for our service offerings. With this expansion, we are now better equipped to serve our clients' needs.

Northwood & Associates' technology solutions (such as CaseTrak, a web-based case management system) secured it the position as the pioneer of new and innovative fraud-fighting strategies to meet the changing needs of the insurance industry.

We have worldwide resources, streamlined workflows and provide our clients with the most comprehensive fraud-fighting technology and customer service system available in the market today.

Our clients have access to unparalleled industry knowledge, expert consulting and customized business models, all backed by extensive global investigative resources and logistics experience.

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