

Special Investigation Unit

■ Northwood & Associates

■ About Our Special Investigation Unit

Northwood & Associates is proud to be leaders in the Special Investigation Unit (SIU) concept for the Canadian insurance industry for the purpose of investigating complex cases.

To remain competitive, many organizations using surveillance and other investigative services are realizing the enormous cost savings and value-added benefits of outsourcing their non-core functions to outside experts.

The key driver behind SIU outsourcing is economics. Managing SIU functions in-house requires expertise, staffing, training and technology, all of which are expensive to acquire and maintain. Outsourcing not only eliminates unnecessary internal costs, but can also reduce potential exposure to risk.

Northwood & Associates offers comprehensive SIU services for all lines of insurance. We also assist our clients to develop pro-active strategies to detect fraud and prevent future fraudulent payments.

■ SIU Staff

Northwood & Associates has some of the most skilled and highly qualified SIU personnel available in the insurance industry today. Best practice implementation is a key advantage offered by this level of expertise. We can recommend and implement processes covering all aspects of fraud investigation – from claim referral to resolution – that lead to impressive results. We continually leverage our expertise in consultation with our clients to ensure they can make accurate and informed decisions when determining appropriate action on their claims.

The Northwood & Associates SIU team is steadfast in its investigation of all suspicious claims. The team continually reviews, investigates, documents and reports factual information on suspicious or suspected fraudulent claims referred for investigation.

Our Investigators achieve exceptional results for our clients. They come from multidisciplinary backgrounds and are highly experienced in fighting fraud and conducting investigations with the utmost in integrity, reliability and security.

■ Outstanding Results

SIU outsourcing delivers outstanding results when it comes to tackling fraud along with considerable cost savings and other bottom-line benefits. Companies that outsource SIU functions to Northwood & Associates benefit significantly from standardized service level agreements, improved timelines and agreed pricing.

All of our SIU services are delivered through our advanced technology system, which provides an in-depth analysis of time/cost savings across all lines of business.

By using our dedicated SIU team, referrals are qualified quickly and efficiently, reducing unnecessary investigation and cost. With qualified staff and proven leadership, the choice is simple. We welcome the opportunity to discuss the range of customized services available to your claims business from an insurance perspective and HR benefit.

■ SIU Services Encompass:

- Claims File Review
- In-depth Claims Analysis
- Complex Investigations
- Vendor Fraud
- Claimant Interviews
- Witness Statements
- Benefit Entitlement
- Fire Investigations
- Accident Scene Investigations
- Subrogation
- Clinic Audits
- Travel Claims
- Public Liability
- Slip & Fall Investigations
- Litigation Support
- Training
- Seminars
- Consultation Services
- Risk Management
- Accident Benefit & Bodily Injury Investigations

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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