

NEW DATA

RISK SOLUTIONS & INVESTIGATIONS



THE MODERN PRIVATE INVESTIGATOR
NOVEL DATA INVESTIGATIVE LEARNING

PRESENTATION OVERVIEW



Common Misconceptions about the Private Investigation Industry



Specialty tools of the trade for a Modern Day Professional Private Investigator



Today's necessary equipment for a Professional Private Investigator



Areas of specialization as a Professional Private Investigator



The Investigative Mindset



File Intake Best Practices



New Data Risk Solutions & Investigations Inc.



Novel Data Investigative Learning Inc.

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COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

The private investigation industry is highly specialized and widely misunderstood.

- Investigators mostly work on infidelity/matrimonial/domestic assignments or, as the general public might refer to them, cheating husbands/wives' cases.
- There are firms that specialize in these types of files, but these files represent about 1% of all investigative work.
- PIs are granted special power or rights by government
- Everyone thinks that they would make a "Great Investigator"





COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

The most common clients for agencies and private investigators are insurance companies, law firms, and private corporations.

Investigations conducted for these clients frequently involve the potential of fraud.

Others seek to obtain more detailed information in order to adjudicate or manage a claim.





COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

Another misconception is that private investigators are granted extra provincial, state, or legislative powers; however, this is not entirely accurate.

A licensed investigator has developed more tools than the general public and is more skilled and aware of how best to leverage those tools.

Furthermore, in some jurisdictions, they legally have the right to conduct an investigations or surveillance.

Investigators have legal means and methodologies that make them effective. In contrast, the police have access to vastly more verifiable information, such as nationwide data bases only accessible by law enforcement. Much of the time for most investigations is spent in establishing or verifying information.

COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

It easy to become a private investigator.

This misconception is fueled by television shows, as well as people's overestimation of their own abilities and lack of awareness about the PI profession.

Good investigators have years of experience that have honed their skills. An average person might be able to follow someone once or twice. They definitely could not follow someone all day every day without being detected or observed. An average person might be able to find one key piece of information on an individual's social media account



COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

An accomplished Investigator will find 100% of all key information and be able to do this with many different social media accounts. Even the most intelligent person cannot enter this industry and expect to consistently deliver good results in the beginning.

Anyone who wants to be successful as an investigator must consider it to be a profession, not simply a job. In a profession, people continually increase their knowledge and skills, and this is especially true for dedicated private investigators.





COMMON MISCONCEPTIONS ABOUT THE PRIVATE INVESTIGATION INDUSTRY

The world of technology is changing daily. As an investigator, you will need to adapt and keep up with the use and effects of technology.

Social media has evolved and will continue to do so.

Unlike in years past, hiring a new investigator for non-surveillance work is becoming more common.

While technological skill is important, it cannot replace learning to think like an investigator.

Possessing tools to build a house doesn't make you a house builder.

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AREAS OF SPECIALIZATION AS A PROFESSIONAL PRIVATE INVESTIGATOR

AREAS OF SPECIALIZATION AS A PROFESSIONAL PRIVATE INVESTIGATOR - SURVEILLANCE



VEHICLE SURVEILLANCE



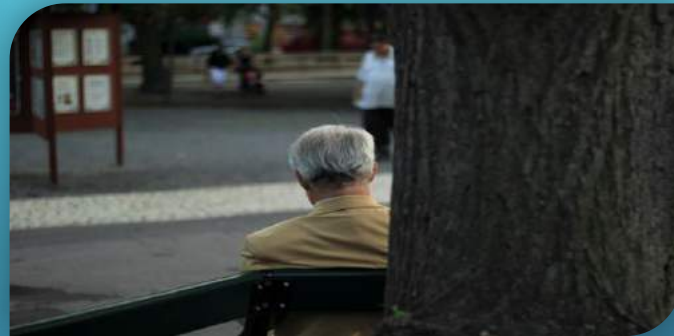
MOBILE VEHICLE
SURVEILLANCE



STATIC VEHICLE
SURVEILLANCE



VEHICLE SURVEILLANCE
TWO PERSON TEAMS



FOOT SURVEILLANCE
SINGLE INVESTIGATOR



FOOT SURVEILLANCE TWO
INVESTIGATORS

AREAS OF SPECIALIZATION AS A PROFESSIONAL PRIVATE INVESTIGATOR - SURVEILLANCE



COVERT SURVEILLANCE
UNDERCOVER
INVESTIGATIONS

LABOR DISPUTES
COURT INJUNCTIONS

COVERT VIDEO (CCTV)
INSTALLATION &
MONITORING

DESK INVESTIGATIONS

MAJORITY OF TIME SPENT IN OFFICE



OSINT
(OPEN SOURCE INTELLIGENCE)
CYBER INVESTIGATIONS

MISSING PERSONS
LOCATES OR SKIP TRACING

PRE-SURVEILLANCE
BACKGROUND & PROFILING
INVESTIGATIONS
CYBER - DUE DILIGENCE -
FINANCIAL - SOCIAL MEDIA

DESK INVESTIGATIONS

MAJORITY OF TIME SPENT IN OFFICE



VIDEOGRAPHER
SURVEILLANCE AND OTHER
VIDEO-RELATED EVIDENCE

INFORMATION SERVICES

COUNTERFEIT, TRADEMARK,
AND PATENT INVESTIGATIONS

NON-SURVEILLANCE INVESTIGATIVE SERVICES

MAJORITY OF TIME SPENT OUT OF OFFICE



THREAT & RISK ASSESSMENTS

INTERVIEWING
STATEMENT-TAKING

UNDERCOVER INVESTIGATIONS

NON-SURVEILLANCE INVESTIGATIVE SERVICES

MAJORITY OF TIME SPENT OUT OF OFFICE



EXECUTIVE PROTECTION - EP
CLOSE PROTECTION - CP

COUNTERFEIT, TRADEMARK
&
PATENT INVESTIGATIONS

TSCM - TECHNICAL SURVEILLANCE
COUNTERMEASURES
EAVESDROPPING & BUG DETECTION

NON-SURVEILLANCE INVESTIGATIVE SERVICES

MAJORITY OF TIME SPENT OUT OF OFFICE



NETWORK & DATA
CYBER SECURITY

THEFT INVESTIGATIONS

LOSS PREVENTION

NON-SURVEILLANCE INVESTIGATIVE SERVICES

MAJORITY OF TIME SPENT OUT OF OFFICE



ACCIDENT INVESTIGATIONS &
RECONSTRUCTIONS

ASSET RECOVERY
INVESTIGATIONS

PROCESS SERVING

NON-SURVEILLANCE INVESTIGATIVE SERVICES

MAJORITY OF TIME SPENT OUT OF OFFICE



FIRE INVESTIGATIONS FOR ARSON - CAUSE & ORIGIN

A decorative graphic consisting of blue circuit-like lines with small circles at the ends, extending horizontally from the left and right sides of the central text box.

TODAY'S NECESSARY EQUIPMENT &
SPECIALTY TOOLS OF THE TRADE FOR A
PROFESSIONAL PRIVATE INVESTIGATOR

ESSENTIAL EQUIPMENT FOR THE NEW INVESTIGATOR

An investigator will be required to obtain or purchase several necessary items. These will contribute to getting hired as an investigator, especially in the beginning.

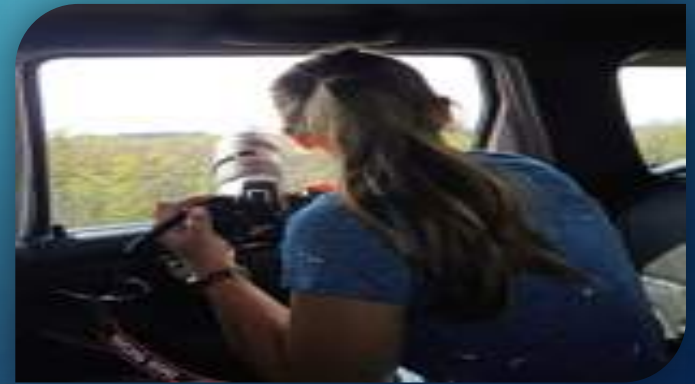
Because many investigators will initially be hired for surveillance, the following three items in particular are critical: video recording device (DSLR or camcorder), covert camera system, and a surveillance vehicle. Employers will be likely to favor you over an applicant who is lacking one or more of these items. They are the basic tools of the trade.



ESSENTIAL EQUIPMENT FOR THE NEW INVESTIGATOR

Video recording device (DSLR camera or camcorder):

Features that the camcorder should have are: manual focus, a viewfinder, and a minimum zoom of 40x. The camcorder must also have external memory capabilities, such as an SD card





ESSENTIAL & SPECIALIZED EQUIPMENT FOR THE NEW INVESTIGATOR

Covert Camera Systems

The covert camera should be contained in an item such as a key fob, coffee cup lid, thermos, or other standalone (battery, memory, and video) system. More examples of covert cameras will be detailed in later courses for the various disciplines.

Features

- 100% brand new true HD H.264 720P keyfob DVR
- Smallest 5 mega pixels pin-hole camera made especially for reporting use
- Latest version 3 in 1 function: video record, camera, webcam
- 720P high definition video: 1280 x 720 H.264 30fps .mov format
- 5 mega pixels photo JPEG format: 2592 x 1944 .jpg
- Using as a driving recorder 30 minutes close-and-continue
- Real time record any video and audio evidence instantaneously
- Vibration alert on video recording and photo shooting
- Easy connection with PC/laptops, no driver needed
- Can be used as USB storage device
- Built-in rechargeable high volume lithium-ion battery



Standard Accessories



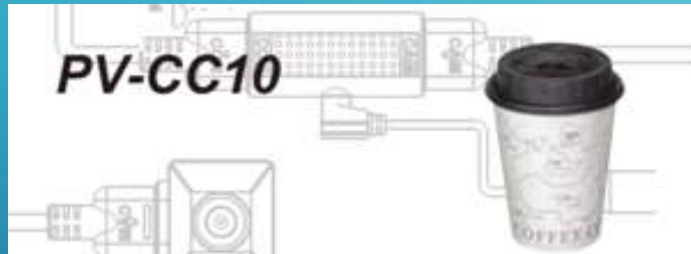
PV-LD12



- Thermos mug design covert DVR
- 720p high definition video 1280x720 @30fps
- Simple, one-touch operation
- 5MP CMOS pin-hole camera
- Supports up to 32GB MicroSD card
- LED indicator on Rec/Power/Charge
- Up to 180 minutes video record time



PV-CC10



- One button to start the recording
- Highly concealed lens - ideal for indoor/outdoor surveillance
- Conventional coffee cup lid design-fits most to-go coffee or tea cups
- Stealthily record as far as your eye can see while appearing to be sipping a beverage
- Casually record subjects undetected continuously for 115 mins
- H.264 video compression
- 1280x720 video resolution @30fps



ESSENTIAL EQUIPMENT FOR THE NEW SURVEILLANCE INVESTIGATOR



Surveillance Vehicle

The surveillance vehicle should be a newer, rounded (not boxy) vehicle such as a van or small SUV. It should be dark in colour; black, blue, or grey are appropriate. Light-coloured vehicles reflect light and can draw unwanted attention with unforeseen outcomes.





EQUIPMENT MAP

On Your Person

- Cellular phone with a network backup sim card
- Cellular phone with carrying case or pouch & backup cell phone

The pouch lets the investigator put the phone in the exact same place regardless of the outfit. This will increase muscle memory and speed in reaching for the phone and reduces the likelihood of losing it.





EQUIPMENT MAP

Spare surveillance vehicle
key attached to pants,
and/or other backup options
*The investigator will
eventually lock their primary
key in their vehicle or lose
the keys altogether.*

EQUIPMENT MAP



MONOCULAR NECKLACE
*USED COVERTLY FOR ON-
FOOT SURVEILLANCE*

PARKING METER
COINS/PARKING PHONE
APPLICATION



EQUIVALENT OF \$100
U.S./CANADIAN DOLLARS IN CASH
*FOR USE WHERE CARDS ARE NOT
ACCEPTED, DURING AN
INVESTIGATION*



EQUIPMENT MAP

MP3 dictation recorder or
smartphone recording app

For taking notes quickly.



PV-CC10

- One button to start the recording
- Highly concealed lens - ideal for indoor/outdoor surveillance
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Standard Accessories



EQUIPMENT MAP

Covert Camera Systems

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EQUIPMENT MAP

Surveillance Gear (Need to Have Bag)

The Need to Have (NTH) bag stays in the front passenger footwell or behind the front passenger seat for quick access



EQUIPMENT MAP

Surveillance video cameras with extra memory cards





EQUIPMENT MAP

- Binoculars
- Second cellular phone/
back-up

The investigator's main phone will eventually break down or could get lost.





EQUIPMENT MAP

Cell phone & Burner sim card

The investigator uses this to perform pretext calls to individuals associated with the investigation. Using a personal phone and blocking the number is too suspicious. Using a burner sim card displays a real phone number when calling and reduces suspicion.



EQUIPMENT MAP

Backup set of all
equipment cables

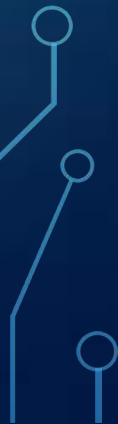
*Cables will
eventually break or
get lost.*





EQUIPMENT MAP

Tablet of some type
Android or IOS



EQUIPMENT MAP



BACKUP BATTERIES AND BATTERY CHARGERS FOR THE TABLET
AND VEHICLE

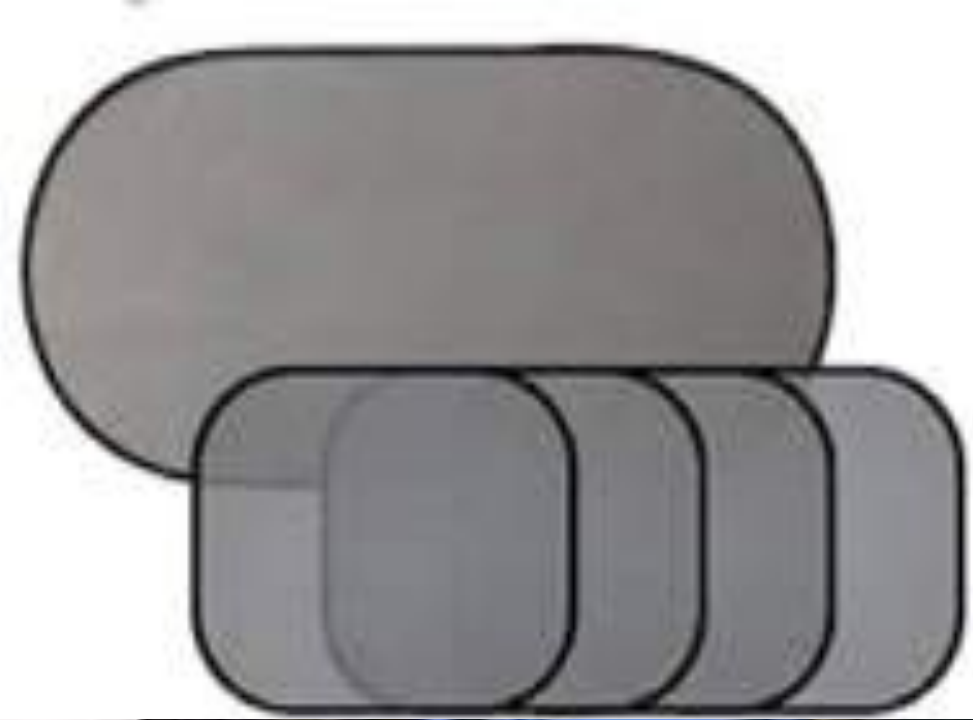
EQUIPMENT MAP

- Pen and clipboard

A metal clipboard will last longer.

- *Red flashlight*





EQUIPMENT MAP

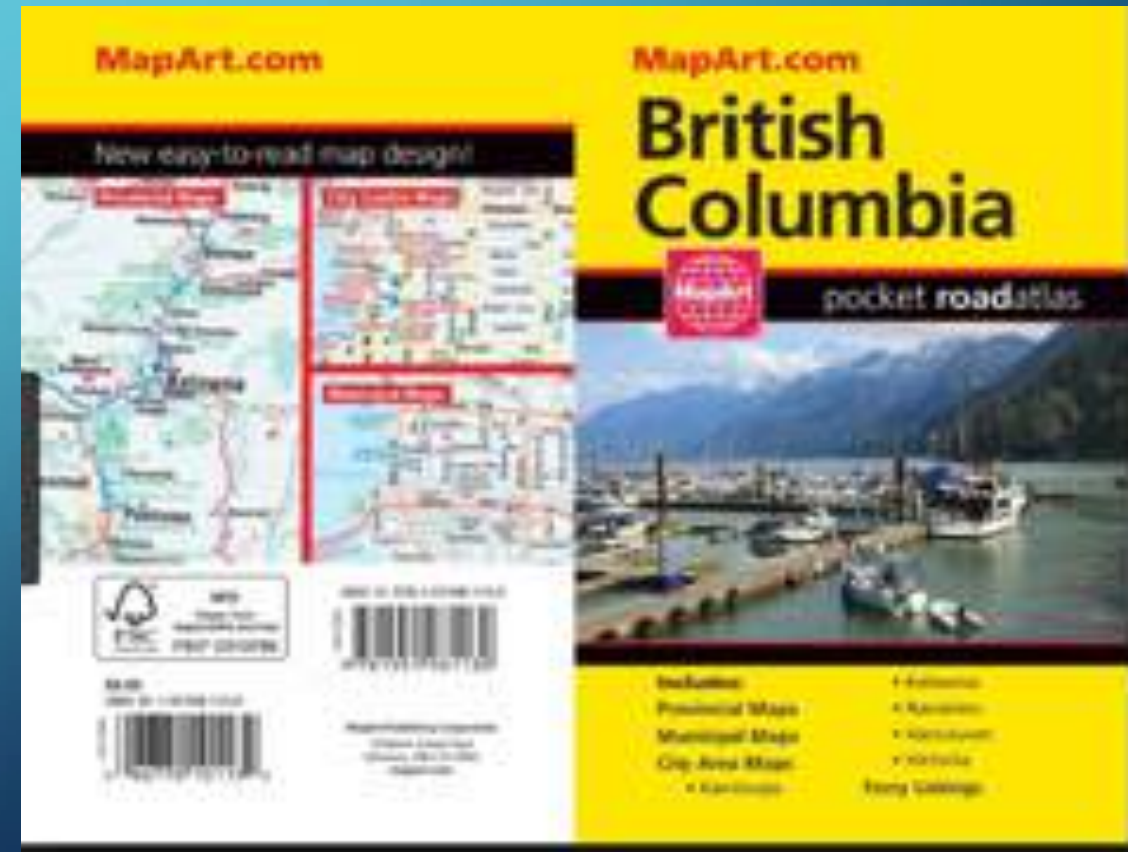
Travel auto
sun shades

EQUIPMENT MAP



Map books

*GPS or phone might fail (buy local
and provincial or state maps)*



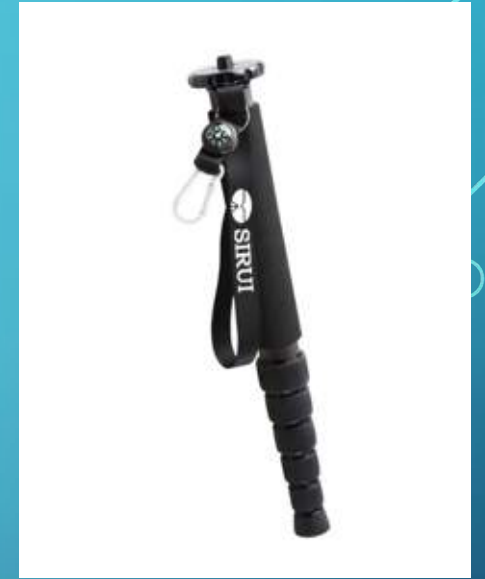
EQUIPMENT MAP

Tripod or Monopod for longer term stable filming

*Obtainable at general paint stores.
Not suggested for multiple uses.*

Purchasable at paint business

After jug of washer fluid is emptied into vehicle, keep the empty container for personal use. Replace whenever replenishing washer fluid.



EQUIPMENT MAP

On-foot surveillance outfits and gym clothes.

Always keep extra clothes in your vehicle. It is recommended that they not be expensive or sentimental, in case of loss.

Both female and male investigators should have multiple changes of clothes and be able to change their appearance as often as required.



EQUIPMENT MAP

Gear for cold and hot temperatures

Wearing layers of clothing and utilizing blankets is the simplest method to stay warm. Using powered heaters generally does not work due to their high power requirements and power drain.

To stay cool, oscillating fans that plug into the vehicle lighter outlet will generate a considerable amount of wind, with the added advantage of reducing or eliminating condensation on vehicle windows.

Also new to the market are portable and battery-powered air conditioning units



EQUIPMENT MAP



MINI SQUEEGEE, PAPER TOWEL, AND GLASS CLEANER.
*TO REMOVE CONDENSATION INSIDE THE SURVEILLANCE
VEHICLE ON THE WINDOWS.*



REFLECTIVE VEST



EQUIPMENT MAP

Primary set of cables
the investigator will use
for equipment.



Preventative maintenance
Items for vehicle

EQUIPMENT MAP



Dry erase marker

For writing on vehicle window and mirrors - file specific info such as license plates.



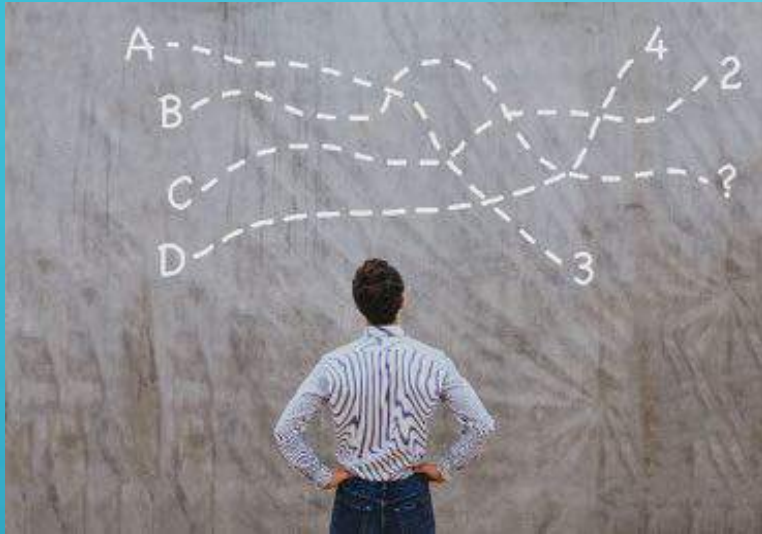
Black pillow and blankets

Black or dark blue are best as they don't reflect light.



THE INVESTIGATIVE MINDSET

THE INVESTIGATIVE MINDSET



The **Investigative Mindset** is composed of deductive reasoning, logic, critical thinking, and esoteric perception. Esoteric perception can also be defined as instinct, intuition, or a sixth sense.

As investigators learn to utilize subconscious abilities and apply them in their career, they will realize that what is very difficult for others (deductive reasoning and logic) is not difficult for them. The mindset of this profession is unlike any other. Achieving this mindset is challenging but also fun, exciting, and rewarding.



Deductive Reasoning:

Noun 1. deductive reasoning - reasoning from the general to the particular (or from cause to effect)

synthesis, deduction abstract thought, logical thinking, reasoning - thinking that is coherent and logical syllogism - deductive reasoning in which a conclusion is derived from two premises

[deductive reasoning](https://www.thefreedictionary.com/deductive+reasoning)

THE INVESTIGATIVE MINDSET



Logic:

1. The study of principles of reasoning, especially of the structure of propositions as distinguished from their content, and of method and validity in deductive reasoning.
- 2.a. A system of reasoning: *Aristotle's logic*.
- b. A mode of reasoning: *By that logic, we should sell the company tomorrow.*
- c. The formal, guiding principles of a discipline, school, or science.
3. Valid reasoning: *Your paper lacks the logic to prove your thesis.*
4. The relationship between elements and between an element and the whole in a set of objects, individuals, principles, or events: *There's a certain logic to the motion of rush-hour traffic.*

[logic](https://www.thefreedictionary.com/logic)

THE INVESTIGATIVE MINDSET

Developing the investigative mindset begins with the correct **attitude**. Furthermore, having the correct attitude will positively transform all aspects of life, not just the work life. Someone who is pessimistic will bring pessimism to their investigative work.

An investigator with a poor attitude will not be long in this business. Investigators must believe that they can and will get results on every file. This is one of the cornerstones to success. The confidence that we are talking about is not arrogance; it is the deep belief in the ability to solve any problems the investigator will be faced with. It is the belief that they will deliver meaningful results/solutions for their client and organization. With this attitude, the investigator will start to rely on the investigative mindset and not on any negative notions.

Do not be misled, though. A good attitude needs to be supported by talent and the qualities that we outline in the other modules. Someone who adamantly believes they can fly and jumps off a cliff will be disappointed at the end result.

As an investigator, deductive reasoning will be one of the most valuable tools and is the key to becoming a great investigator.

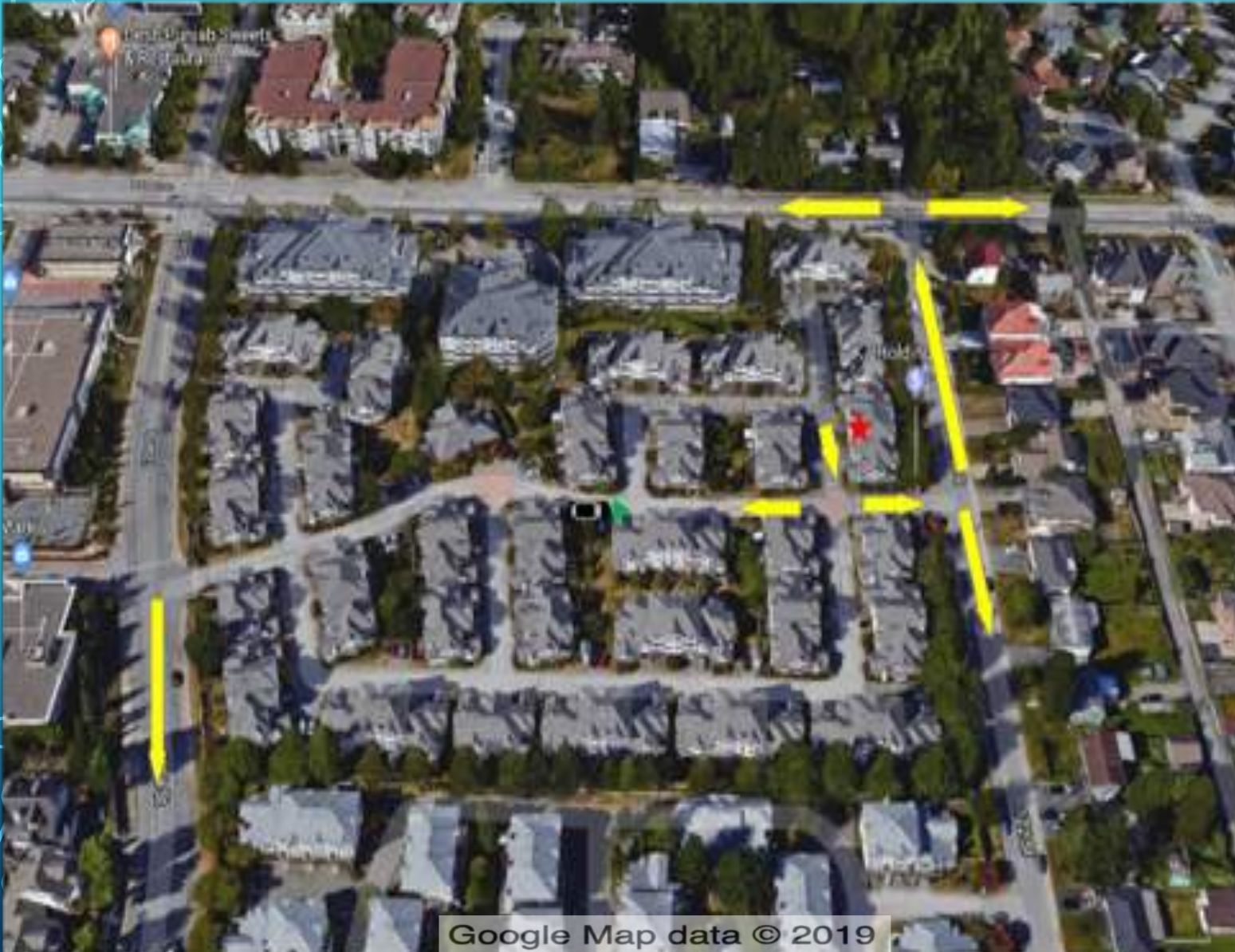
Example: The investigator has prepared for a surveillance assignment, and has studied the maps and geography of a 10-kilometer (6 miles) area around the subject's residence. A detailed pre-surveillance has been completed, with pictures of the subject and entire family. As much useful information has been compiled as possible. The investigator commences surveillance, choosing the best educated guess for the initial setup, based on what was known and from what can be extrapolated.

THE INVESTIGATIVE MINDSET

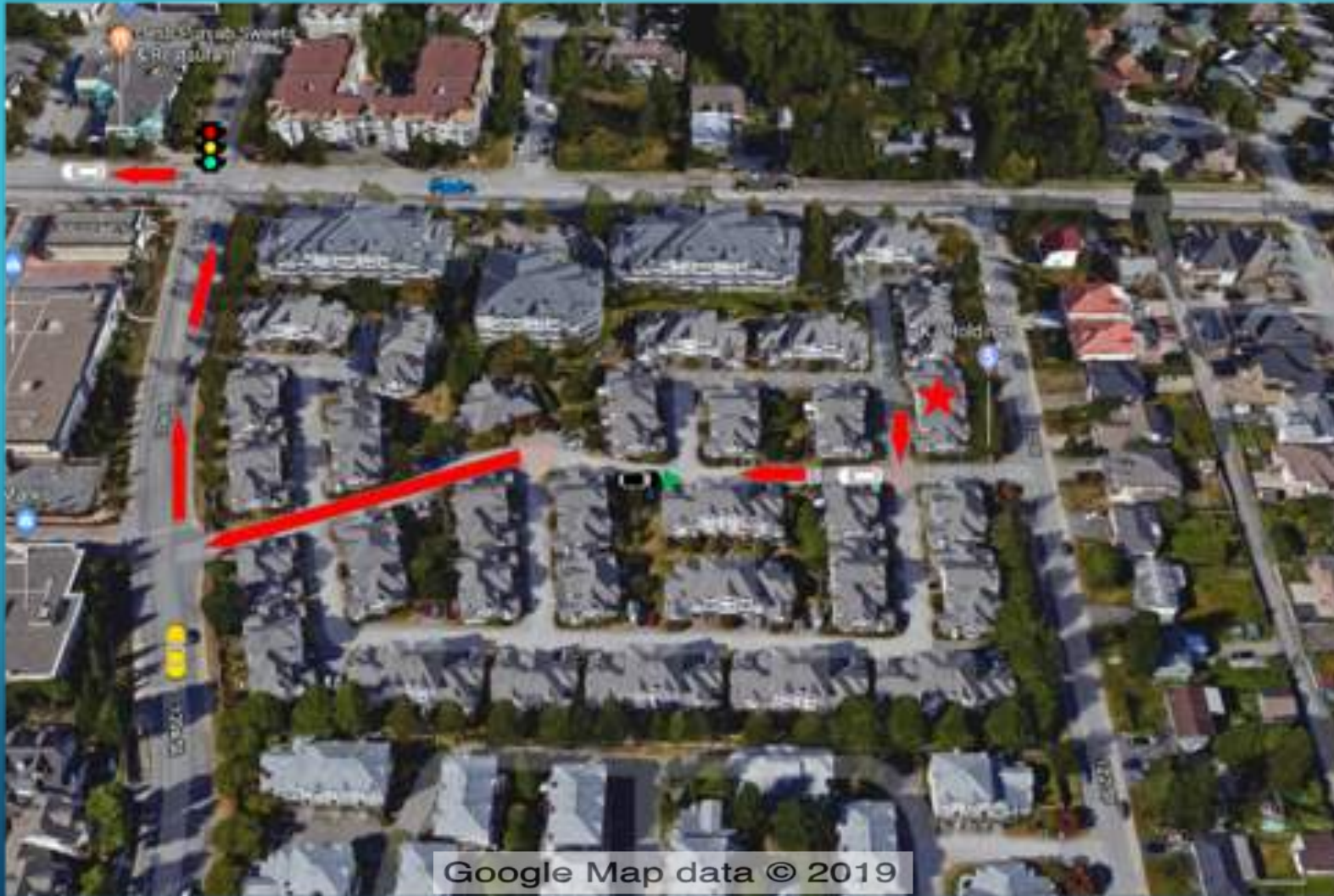
Note: The setup the investigator choose was based on what appeared to be the shortest, most direct way onto 80th Avenue that led to the major road of 120th Street.

Earlier in the morning, the subject had driven away from the residence as anticipated, driving south on 122 Street to the children's school.

During the following three hours since the subject dropped off the children at the local school, the investigator observes several unrelated vehicles exit the neighborhood, driving past the surveillance position.



THE INVESTIGATIVE MINDSET



Later the subject was observed driving away from the area, alone. The investigator afforded the subject space and time to drive out of view. However, the subject traveled in a direction that was not anticipated, towards the investigator's setup, rather than away.

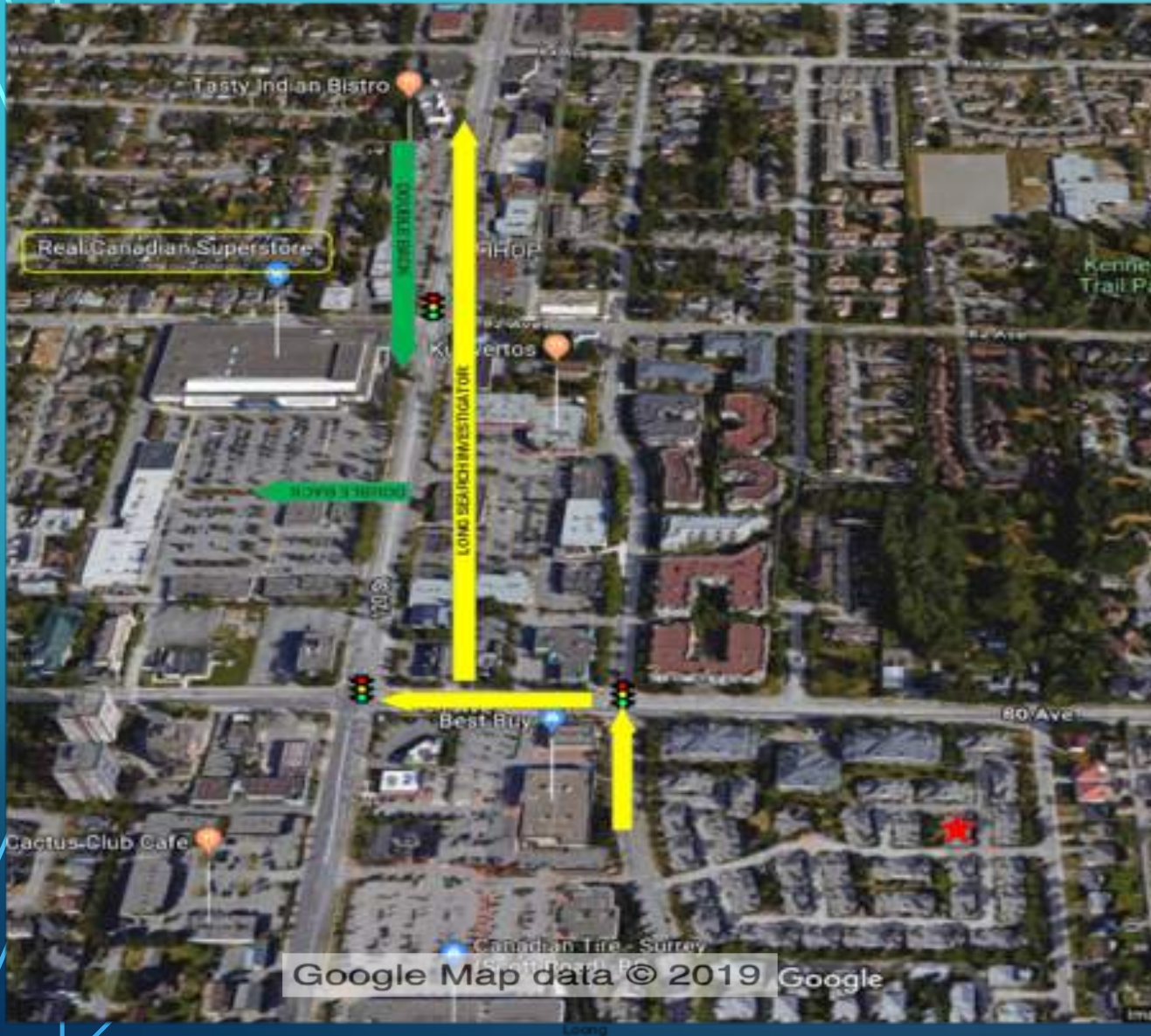
THE INVESTIGATIVE MINDSET

The investigator was forced to perform a tight multi-point U-turn once the subject was out of view, while also having to obtain a short video clip that created a timestamp. The investigator attempted to catch up and close the distance before the subject departed the neighborhood. Ultimately, the investigator was able to observe the subject's general direction of travel, turning left on 80th Avenue off 120A Street. However, the investigator was not able to safely maintain visual contact, and had to wait for the traffic lights to cycle back to green in order to resume surveillance.

Once the light cleared from red to green, the Investigator attempted to re-establish visual contact. There were many directions of travel and the time gap had been about two minutes. The investigator decided to go long and straight on the major road, in this case 120 Street, because there is only one opportunity to locate the subject in this scenario. If the subject stops somewhere closer, the investigator will have a better chance to locate them on a second try. By not checking long and straight first, that opportunity window will close in a very short period and it is not likely the subject would be located until returning home.

The investigator drives straight, trying to determine where the subject might have gone. The logical line of deduction is: the subject was alone, it was close to noon, and it is a school day.

THE INVESTIGATIVE MINDSET



The investigator deduces that the subject is not likely to pick up the kids from school at this time, and it would be in the opposite direction of her travel. The direction of travel has several main intersections. It is possible that the subject turned at any one of those intersections. The investigator drives straight and far. There is no sign of the subject

After exhausting the long option, the investigator drives back in the direction of the subject's residence. Having done the necessary prep work, the investigator is aware that to the east of 120 Street, the buildings are mostly residential. To the west is a general shopping area with a large grocery store. Using deductive reasoning, the investigator decides that this time of day might be used for grocery shopping before the children are out of school at 2:30 pm.

The investigator checks the grocery store parking lot and locates the subject's vehicle parked. The investigator enters the business in time to obtain quality video that provides additional evidence that assists in mitigating the case.

THE INVESTIGATIVE MINDSET

This is a great example of deductive reasoning and logical thinking under pressure, and a demonstration of critical thinking.

Question:

What did the investigator not observe that would have avoided the momentary loss? (ask for ideas: reinforce logic and deductive reasoning)

Answer:

While the investigator sat in the surveillance vehicle waiting, several vehicles left the area the same way the subject did the second time. Remember, the investigator set up thinking that the direction of travel would be towards 122 Street and north towards 80th Avenue. On the map this appeared to be the logical shortest route for north, east, and west travel, and south on 122 Street, leaving only south on 120A Street. This was a 75% (3 out of 4 possible routes) setup based on all possible directions of travel and what appeared to be the easiest, most direct routes.

Why? Ideas please

There were two possible directions of travel, both leading in the same general direction. The T at 122nd Street and 80th Avenue had no traffic control. The intersection at 120A Street and 80th Avenue had a traffic light.

Using Logic and Deductive Reasoning for This Example:

Once the investigator spent a few hours in the surveillance setup, observation and curiosity should have revealed that 90% of the people departing the neighborhood were driving past the investigator, towards 120A Street.

This should have caused the investigator to question why everyone was going the opposite way from the logical direction, based on the pre-surveillance data.

Having made this observation, the investigator could have changed the orientation of the vehicle with confidence that the law of averages, based on real-time data, was on the side of deductive reasoning and logic. This action would have almost eliminated the temporary loss of the subject previously described.

THE INVESTIGATIVE MINDSET



The reason that the majority of people, including the subject, traveled in the direction not anticipated by the investigator, towards 120th Street along 80th Avenue, was due to local knowledge. There was no traffic light at the T intersection at 122nd Street and 80th Avenue. Crossing the busy traffic that was traveling east was difficult and time-consuming, not to mention dangerous. Local people understood this and, unless they wanted to go east on 80th Avenue, or rarely, south on 122nd Street, they drove to the lights at 120A Street and 80th Avenue.

This is just one simple example that highlights the competencies and skills required to create a positive outcome on that day, at that time. Remember, once a surveillance opportunity passes, it is not relivable.

The issue in this example was avoidable and ultimately could have resulted in an unproductive outcome. The investigator would have recorded a lost suspect with no new data obtained, along with a loss of time and money.

This is the day-to-day reality of a surveillance file.

THE INVESTIGATIVE MINDSET



Critical Thinking Applied in the Above Example:

An investigator can pick out key pieces of data obtained in preparation, and then study them and connect the dots that others do not see or need to see, all while under pressure. Conducting surveillance in the general public is unnatural and requires an investigator to develop unnatural skill sets in order to be effective. An investigator with years of experience and many files conducted can, with high accuracy, predict what someone will do next or where they might go.

This is not a crystal ball skill. It is understanding based on a knowledge of demographics and human nature, deductive reasoning, and logic. Critical thinking is the ability to connect the dots and quickly filter new data to make quick decisions. If you can do this, you will be successful.

Critical Thinking:

Traditionally, critical thinking has been variously defined as:

"the process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and evaluating information to reach an answer or conclusion"^[7]

"disciplined thinking that is clear, rational, open-minded, and informed by evidence"^[8]

"reasonable, reflective thinking focused on deciding what to believe or do"^[8]

"purposeful, **selfregulatory** judgment which results in interpretation, analysis, evaluation, and inference, as well as the explanation of the evidential, conceptual, methodological, criteriological, or contextual considerations upon which that judgment is based"^[9]



THE INVESTIGATIVE MINDSET

Esoteric Perception, Sixth Sense, Instinct, and Intuition

Esoteric:

- understood by or meant for only the select few who have special knowledge or interest or for the initiates of a group; recondite.
- belonging to the select few.
- private; secret.

Sixth Sense:

A power of perception seemingly independent of the five senses; keen intuition

Instinct:

- innate aspect of behavior; strong impulse; natural capability or aptitude:
He acted on instinct.

Not to be confused with:

- **intuition** – knowing without the use of natural processes; acute insight:
She had an intuition that her children were in danger.
- **prescience** – knowledge of things before they exist or happen; foresight:
He had a prescience that there would be an earthquake.



THE INVESTIGATIVE MINDSET



Intuition:

The faculty of knowing or understanding something without reasoning or proof.

See Synonyms at [reason](#).

An impression or insight gained by the use of this faculty: *"I had this intuition you would come here just after the rain broke"* (Carson McCullers).

Science has just begun to define and explore this topic. However, nearly everyone agrees that some force is at work in the world that impacts our lives and the lives of others.



The esoteric skills discussed in this course will enable you to become a great investigator rather than only a good one. As a great investigator, you will largely rely on your esoteric skills, which will prove their value by your positive results. By that point in your career, you will have embodied the crucial personal attributes and mastered the basic skills. All the points of data created from research, study, and experience on a file will combine with your intuitive sense to guide your actions.

THE INVESTIGATIVE MINDSET



Common example of instinct:

An investigator loses a subject and did not observe the last direction of travel, yet their first thought is that the subject turned right.



If an investigator thinks one thing and does the opposite, they will learn that a high percentage of time the first thought, or instinct, is correct. In time, the investigator will understand the value of listening to that inner voice. Remember, instinct is not spontaneous. It evolves from your years of experience, and from the work, preparation, focus on the subject, and objectives of a given file.

THE INVESTIGATIVE MINDSET

Pattern Recognition:

People are creatures of habit and many people live their lives as an open-source feed of information via social media platforms. This provides the investigator with huge data sets of information, which can be used to draw parallels and sometimes lead to new case-breaking results.

Mathematicians have long been connecting mathematical theories and principles to the world around us. They have identified structure and meaning where it had previously not been observed or understood. Endless patterns exist in the world that we interact with on a daily basis. Generally, we do not observe these patterns in a conscious way, due to the fact that we do not really need to be aware of them.



THE INVESTIGATIVE MINDSET



For example, someone leaves their residence between 9 am and 9:30 am on a Sunday, accompanied by their immediate family, all dressed well. They enter the family vehicle. Where are they likely going?

Correct – likely to church or some type of religious proceeding. The easiest way to recognize these types of patterns is to draw from your own life experiences. This does not mean that you have to go to church yourself to understand that people dressing up on a Sunday morning and leaving together is likely to result in them going to church. You will have observed this pattern in your community or in television shows and other media.

The pattern can be logically expanded upon. Think about how long it takes to get prepared for church. Think about what general and specific activities lead up to going to church.

The entire start to finish of going to church has a pattern and time frame associated to it. There will of course be variations and differences between families and religions, and personal habits, but there are more similarities than differences and they form a recognizable pattern.

Let's say church starts at 10 am. What pattern would likely be noticeable? What data points would you draw from in order to establish such a pattern?

THE INVESTIGATIVE MINDSET

- Day of the week: Sunday - Time of day: average time 10 am - People usually dress more formally
- A family event. Everyone in the family attends, and therefore leaves the house together. This pattern is uncommon in the day-to-day lives of most families, where family members are generally engaged in different activities rather than participating as a complete family unit.
- If the service was at 10 am (without knowing where they were going), when would they likely leave the residence? The average time would be 9 am to 9:30 am. Most people would not need to travel more than 15 minutes to their place of worship. They would not want to show up late and would like to get a seat and visit a little first. (There is, however, a trend of longer travel times as real estate prices make it more difficult to find affordable locations for places of worship.)
- After the service, it is common to socialize with family and friends. They might go for lunch at a restaurant or someone's house.

These are typical data points and they form a simple pattern.

Now think about patterns that precede this pattern:

- If they have a dog, someone may walk the dog dressed in their Sunday best.
- You might observe a lot of activity via the residence's windows (if you have a view). as people get ready .
- You might observe someone leave the residence for some reason, such as to clear out the vehicle or retrieve something from it.

All these activities have an associated life pattern. Some will have a pattern (another activity) attached before, during, or after the initial activity. The value to an investigator is that if you notice or are aware of the activity, then you will know what should happen before, during, and even possibly after the activity before it even starts. When conducting surveillance, this awareness is of immense importance.

THE INVESTIGATIVE MINDSET

As you have seen, small patterns link to larger patterns. The investigator needs to be a keen observer, able to notice and understand the patterns in life and in the lives of others.

Examples of typical life patterns:

A morning routine before work or school. Do they pick someone up at the same general time? Do they stop at the same place for coffee? Do they take the same route to and from work? And so forth.

Does the person live an active lifestyle? Do they use the gym or play sports? Do they go to the gym before or after work?

If they have children who play sports, it is usually scheduled for two days a week: a practice during the week and a game on the weekend. The schedules are often publicly available.

Many interests in life have schedules and minimum commitment levels associated to them. This in turn creates a routine and therefore a pattern.

What other things in life create recognizable patterns?

Work – School - Grocery shopping – Religion - Travel preparations - Moving preparations

Life requires us to eat, shop, sleep, and socialize. If you map out your weekly life, you will see that there is probably little time left for random and spontaneous events. If you know a lot about someone's life (through social media and other means), you can quickly and accurately identify the patterns. This will tell you reliably where they will be and when.



THE INVESTIGATIVE MINDSET

Types of Life Patterns among Different Demographics

People with Children

- Sports activities
- Religious activities
- School events
- After-school activities like piano lessons (in home or away from the home). Parents often use the time during a typical 30- or 60-minute lesson to run errands, such as getting groceries..
- Birthday parties – more common with younger children

Single Males (age 21 to 34)

- Working shiftwork – may be hard to fully anticipate hours and days of work
- Works out at a gym
- Sports activities
- Likely to attend pubs or night clubs
- Attends university or other higher education
- More active on weekends (depending on occupation)
- Tends to drive aggressively
- Active dating life – uses Tinder and other dating apps
- Active on social media



THE INVESTIGATIVE MINDSET



Demographics play a huge part in connecting dots and drawing parallels to observed data. Many categories of demographics exist that the investigator will find useful:

Age - Gender - Location of residence - Occupation - Level of education

Family size and dynamics - Socio-economic history - Physical attributes

Ethnic background and cultural identity

Demographic and life patterns shape people's views, habits, and sense of identity in the world. Why is this important and who will it benefit? The answer is: You as an investigator. When you recognize life's patterns, you are better able to predict what your subject will do next. If you know what the subject will do, the task of surveilling is much easier.



Pattern recognition and prediction is not an exact science; however, it will enable you to be effective in anticipating behavior and actions. If an investigator only reacts to what the subject is doing, then they will not experience frequent success. Learning to deduce patterns and extrapolate from them to predict what your subject is going to do will greatly improve results on your assignments.

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FILE HANDLING & INTAKE BEST PRACTICES

INVESTIGATION REQUEST New ☐ or Reopen ☐:

Check Here for Call Back ASAP RUSH ☐

Date of Request:

Claim No (Insurance Company):

Phone No:

Adjuster/Client name:

Insurance Branch or Claim Centre:

Date of Loss:

Client File Number:

Budget \$\$ or Surveillance Time hrs:

Info Required Subject's Name:

(Last)

(Given)

(Middle)

(Nickname or Alias)

Date of Birth:

Email:

Pets: YES ☐ NO ☐ NOT KNOWN ☐

SIN#

DL#

Litigated: YES ☐ NO ☐

Lawyers Name:

Lawyers Address:

IME / IMA:

Doctor:

Address:

Date:

Time:

NEW ASSIGNMENTS INTAKE BEST PRACTICES



Present Address:		Date of Address:
Phone No:	Cell:	Date of Info:
Last know or Previous Address:		
Phone No:		

Physical/Medical Injuries:

Employer or Employment Details :
(Address)
(Phone No.)

Distinguishing Features:

Spouse or Common Law Name: (L)	(G)	(M)
--------------------------------	-----	-----

SUBJECT DESCRIPTION:
Height:
Weight:
Eye Colour:
Ethnic Origin:
Marital Status:

NEW ASSIGNMENTS INTAKE BEST PRACTICES





NEW ASSIGNMENTS INTAKE BEST PRACTICES



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#31 - 15531 24th Ave
Surrey, BC V4A 2T5
604-260-1100
<http://www.newdatarisksolutions.com>

New Case Request

Please enter the details of your request below and someone from our case management department will contact you within 24 hours. You will receive an email confirming your request after submission.

Client Information Case Details Supporting Files Case Summary

What type of case are you requesting?

* Case type:

Enter your company information:

* Company Name:

Country:

Address:

Enter your contact information:

* Name:

* Email:

* Phone: Office Phone:

FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

Definition of viable

2a : capable of working, functioning, or developing adequately

b : capable of existence and development as an independent unit

c (1) : having a reasonable chance of succeeding

V = Verify

When receiving information from a “client” or File Manager, you will get varying degrees of quantitative and qualitative information. There are many reasons for the variances of which will be discussed later in more detail.

As a Desk Investigator you should always verify what you have been provided as actionable data or information. This should be done within 1 to 2 business days before you have scheduled the start of a Desk Investigation. This timing will provide the Investigator or File Manager time to engage the client and update the Investigator if needed.



FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

Verify (clarify) – Meaning, if you are receiving the information over the phone and are writing it down, repeat all information clearly to the person providing the information. This practice is to be sure you have heard and recorded everything as the person providing it had intended. If the client or File Manager has filled out a predetermined form, and this form has been provided to you, verifying should not be necessary.

Verify – Once you have reviewed the information provided, you will want to see what details are missing. Furthermore, you will need to discover if there is missing information that might be critical in achieving the file objective. As an example, if you are asked to conduct a Desk Investigation but you are not provided with an anchor. This will not enable an anchor starting point, to commence with the investigation. The “Verify” process will also enable the Desk Investigator to make further inquiries that are beneficial in starting the investigation and in support of achieving the investigation’s objective.

FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

Note: The absence of critical information does not indicate that it is known and not provided. However, verifying and seeking further beneficial or critical information will lead to better results. Furthermore, it will be in the best interest of the file and the client.

Verify – Is the information chronologically current? Meaning, is the information provided current enough to start a Investigation. As an example, if you are provided with a cellular phone number as the Anchor, is the subject still using this number? Sometimes phone numbers are recycled. This verification process should extend to all information when possible. The main objective is to ensure that you are not expending time, energy, and the budget unnecessary.

FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

I = Identify

Once the Investigator is confident that the information provided is current and accurate, they will move on to “Identify.” This next important step in advancing a file, while increasing the probabilities of meaningful outcomes, is identifying more data or information to establish a foundation (Anchor points). These Anchor points are used to build upon and confidently move forward.

Identification means that it is not a guess, it is a fact and Anchor from which to position an Investigator’s perspective and point of reference. At times, an Investigator will strongly believe something without being able to “Identify,” providing the confidence to take-action but not evidence at that point in time. In many cases, once the subject is confirmed to have a footprint and be identified, many of the data points become evidence.



FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

I = Identify

In the case of most Desk Investigations, it is ideal to obtain an Anchor point to start the investigation.

This can be as simple as a cellular number that is linked to a social media account or an email.

Positively identifying a subject before commencing the Desk Investigation is important and imperative at times.

In many cases when there are no Anchoring points, the conformation will be built on a less solid foundation; such as circumstantial starting points. However, these circumstantial points can lead to anchors.



FILE HANDLING & INTAKE BEST PRACTICES

V.I.E. – ABLE

E = Expand

Once you have “Verified & Identified,” the Desk Investigator will be firmly positioned to “Expand” on the information provided with solid Anchor points from which they established the foundation. While “Verifying and Identifying,” the Desk Investigator might at the same time expand on known information or existing evidence pertaining to the file or subject. The distinct difference is the intention to “Verify” or “Identify,” which enables the Investigator to “Expand” information and collect new evidence with confidence.

Expand – This is the extent of an Investigator’s ability to “Expand” what is known and can be proven about a subject. This will depend on solid Anchor points that are “Verified and Identified.” Other factors affecting an Investigator’s ability to “Expand” might be scope of work, budget, personal time (not paid) and timeframe prior to starting or deadlines specific to the file or its objectives.





FILE HANDLING & INTAKE BEST PRACTICES V.I.E. – ABLE

Expand – examples of types of information obtained through this process but not limited only to this list:

- i. Family members
- ii. Social media accounts – subject, family, friends and business
- iii. Legal matters – civil actions & family matters
- iv. Criminal proceeding and or history
- v. Obituaries

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NEW DATA RISK SOLUTIONS & INVESTIGATIONS
INC.

NOVEL DATA INVESTIGATIVE LEARNING INC.





NEW DATA RISK SOLUTIONS & INVESTIGATIONS INC.

RISK SOLUTIONS & INVESTIGATIONS

HOME SERVICES SURVEILLANCE SERVICES CLIENT SECTORS RISK SOLUTIONS INVESTIGATIVE SERVICES LEGAL SUPPORT

LOGIN

CASE REQUEST

INVESTIGATIVE SERVICES RISK SOLUTIONS SURVEILLANCE SERVICES

LET NEW DATA INFORM YOUR DECISIONS

New Data Risk Solutions & Investigations is a British Columbia based Canadian owned and operated Professional Private Investigative Services Firm. New Data has developed a well-established network of investigators and professional affiliates throughout North America, Asia, Europe and UAE.

New Data Risk Solutions & Investigations roots go back over 21 years, servicing the needs of our Insurance clients, Corporations and Private Individuals across Canada, United States, Europe, Asia and UAE.

At New Data, we are committed to the process of providing truth and clarity in a timely fashion to situations that are beyond the scope of our client's professional and or personal business. Through our commitment we deliver "New Data" and evidence, empowering our clients while having to make difficult and often litigious decisions.

All our Professional Investigators have put in the minimum 10,000+ hrs of field experience, traveling domestically and internationally conducting a variety of difficult assignments from Surveillance, to Background Investigations, Risk Assessments, Witness Statements or Interviews as well as many Covert Operations of specific needs and requirements.

At New Data we pride ourselves on leveraging our vast experiences by delivering meaningful results, with exceptional service coupled with absolute integrity and accountability. Our Investigators have built their reputations on delivering results, providing meaningful and detailed "New Data" and evidence.

Please call us to schedule an initial consultation meeting, where we will understand your needs, provide feedback



SERVICES

WHAT WE DO

At New Data Risk Solutions & Investigations we provide expertise for a wide range of Investigative, Risk Solutions and Surveillance related services. Every assignment is approached with an objective to provide "New Data" to our clients, uncovering, acquiring and documenting evidence through whatever legal means necessary, utilizing the latest investigative techniques, software, equipment and technologies.

At New Data our Management and Investigators work effortlessly with our clients, legal counsel, adjusters and corporate decision makers in providing a tailored range of Risk Mitigating Solutions such as:

- Fraud investigations
- Bodily Injury investigations and surveillance
- Long Term Disability or LTD investigations and surveillance
- Surveillance operations for insurance companies, corporations and individuals - domestic & international
- **Legal Support** - investigative services
- LTD Litigated investigations and surveillance
- Integrity Audits - cash handling
- Open Source or Cyber investigations
- Corporate investigative services
- Due diligence investigations for corporations and individuals
- Civil litigation investigations
- **Risk solutions for corporations and individuals**



- Background profiling
- Witness locates and statements
- Network and data security
- TSCM or Technical Surveillance Countermeasures (bug sweeps or eavesdropping detection)
- Covert video systems and installations
- Security consulting and reviews - risk / threat analysis and physical integrity checks
- Accident benefits investigations
- Executive, VIP or personal protection
- Undercover operations - Re: loss prevention and or embezzlement
- Missing persons and locates
- Domestic and family matters
- Intellectual or Property - copyright, trademark and patent infringement
- Labour Relations





LEGAL SUPPORT

At New Data Risk Solutions & Investigations we have an extensive history in providing support to the legal community. Many of our Investigators have successfully testified in court, where their evidence and testimony has resulted in measurable mitigating outcomes and meaningful caselaw.

At New Data our Management and Investigators work effortlessly with, Claims Adjusters, Paralegals, Lawyers and the legal community supporting criminal and civil proceedings by providing the following services:



- Surveillance specific for litigation
- Witness locates
- Bodily Injury litigated investigations and surveillance
- Long Term Disability litigated investigations and surveillance
- Open Source or Cyber Investigations – patterns of activity (past and present)
- Due diligence investigations for corporations and individuals

- Background Profiling – locating hidden assets, past judgments or criminal conduct
- Witness Interviews
- Accident benefits investigations
- Missing Persons
- Domestic and Family matters
- Intellectual or Property – copyright, trademark and patent infringement
- Accident Benefits investigations
- Labour Relations





RISK SOLUTIONS

At New Data Risk Solutions & Investigations Inc. preemptive planning and safeguarding is essential to success and necessary to stay competitive in the fast paced ever changing business environment.

Our experience, investigative techniques and diversity allows us to develop clear solutions in the present while planning for the future. Our Consultants and Investigators will identify and analyze many factors of our client's risk management needs and problems, allowing our clients to focus on building rather than repairing.

At New Data Risk Solutions & Investigations Inc. we work closely with our clients, their management team, legal counsel, adjusters and corporate decision makers providing a diverse list of investigative and consultative services such as:

- Surveillance of any nature
- Open Source or social media investigations
- Risk or Threat assessment
- Legal and Intellectual property matters
- Forensic Accounting
- Missing persons
- Witness interviews and locates
- Undercover operations pertaining to theft, fraud and loss prevention
- Technical counter-measures (eavesdropping & bug detection)
- Executive protection for both corporate and entertainment industries
- Domestic and family matters
- Network & Data security





SURVEILLANCE SERVICES

At New Data Risk Solutions & Investigations we consider surveillance an art, or as we refer to it as the "Art of Surveillance". The art of surveillance is making something very unnatural like following another person in very public places for days on end, look very natural, all while obtaining constant video evidence for hours and many times for consecutive days.

New Data leverages technology, years of experience and a commitment to continued professional learning and development in our ongoing effort to provide meaningful evidence that will assist our clients in making difficult and at times litigious decisions.

There are no easy assignments anymore and we understand that in order to be effective conducting surveillance on a regular basis we need to utilize access to publicly available information. At New Data we will focus our investigative acumen to provide as much information as possible prior to commencing any surveillance.

In addition to using the best camera equipment available today our Investigators also are equipped with several covert video monitoring systems, providing seamless coverage in very public places.

New Data is committed to providing exceptional Service, detailed Results with total Accountability. Our team of experienced surveillance operatives are ready to assist our clients in dealing with specific situations requiring surveillance such as:

- Insurance Claims (P&C)
- Insurance Claims (Auto)
- Long-term Disability Claims
- B.I or Bodily Injury Claims
- Corporate Due Diligence
- Employee Absence or Attendance Issues
- Slip or Trip and Fall Claims

- Income Replacement Benefits
- Accident Replacement Benefits
- Legal Support for Civil Litigation and Criminal Litigation
- Domestic and Family Matters
- Fraud/Embezzlement Pertaining to Loss Prevention
- Undercover Operations and Counter Surveillance
- Covert Video Installation and utilization



CLIENT SECTORS

CASE REQUEST

BE **LIE** VE

Government Insurance

Government Insurance Investigative Services

Disability Insurance

Disability Insurance Claims Investigations

Long-Term Disability Claims

Long Term Disability Litigated Claims Investigations

BI Auto Claims

BI Auto Claims Investigations

Auto Litigated Claims

Auto Litigated Claims Investigations

Private Insurance Carriers

Private Insurance Carriers Investigative Services

Private Corporations

Private Corporations Risk Solutions & Investigations

Public Corporations

Public Corporations Risk Solutions & Investigations

Litigation Support

Litigation Support Investigations

Property & Casualty Claims

Property & Casualty Claims Investigations

Human Resources

Human Resources Risk Solutions & Investigations

Labour Relations

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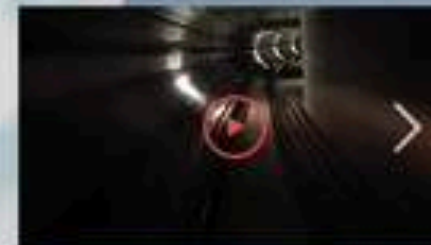
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Businesses Engaged with or hiring Investigators



RISK REWARD

**Conducting
an
investigation**

**Shouldn't be a
Gamble**

Engaging with a Private Investigator

EWPI



**THANK YOU FOR
YOUR TIME**

