

# FACTUAL INVESTIGATION

## INTELLIGENT COLLECTION AND ASSESSMENT OF THE RELEVANT FACTS



### A PROCESS BASED ON EXPERIENCE

Using fully trained investigators and proven procedures, we conduct in-depth factual investigations to impartially establish the circumstances surrounding all types of insurance claims.

We understand the importance of identifying and contacting involved parties quickly to obtain their version of events while their memories are still fresh. When required, we assign multiple investigators to the case. We know the right questions to ask and use reliable sources to verify data. We operate entirely within the relevant legislation. We are impartial in our approach seeking to establish the facts rather than to prove or disprove a particular viewpoint.

We make it a priority to consider our client's existing business and customer relationships, ensuring that all parties are respected throughout the investigation process. All factual investigations are individually case managed.

### IN THE LOOP

We establish a timeline for the investigation and regularly provide progress reports to our clients.

This allows for both cost effective management of the investigation process and for follow up work when more information is required. We have an extensive knowledge of insurance issues that is reflected in our comprehensive final report that covers all aspects of the investigation.

### CLAIMS INVESTIGATED

- Loss from fire
- Public liability claims
- Recovery
- Property insurance claims
- Motor vehicle damage, accident & theft
- Heavy machinery claims
- Marine insurance claims
- Fraudulent behaviour
- Life insurance claims
- Industrial accidents
- Crop & livestock loss
- Litigation support
- Skip tracing

### AN UNCOMPROMISING ATTITUDE

We know that when it really matters you need to rely on our work. You can be confident that we have legally identified witnesses, obtained the relevant information to clarify the situation, whilst abiding by ethical and professional standards and diligently following the right process. The information we gather is often used as evidence in court and we ensure that it stands up to scrutiny, both for its accuracy and for the way it was collected.

### INDUSTRY LEADERS

GKA Investigations Group has developed an enviable reputation for quality in-depth factual investigation. We currently work with some of Australia's largest insurance companies and leading insurance law specialists. The information we have gleaned during the course of our investigations has been instrumental in court verdicts throughout Australia. The company is renowned for investigating difficult, complex and technical cases having conducted thousands of investigations both across Australia and internationally.

Our **Factual Investigations** allow insurance and legal professionals to confidently determine the outcome of complex claims.

**1800 434 737**  
[www.gkainvestigationsgroup.com.au](http://www.gkainvestigationsgroup.com.au)

A NATIONAL SERVICE FROM

