

# FACTUAL INVESTIGATION

## ESTABLISHING THE CASE FOR LIABILITY CLAIMS

### A METICULOUS INVESTIGATION PROCESS

We combine factual and forensic investigation techniques to establish the circumstances of a claims incident. We understand the impact our investigations can have on people's lives and seek only to establish the truth and document it in a clear unbiased fashion.

We review all the existing evidence and reports, interview all involved parties and establish the exact sequence of events.

We conduct site inspections, obtain forensic samples and test them in our in house laboratory. We explore business relationships and personal circumstances, looking at both current and past behaviour. We review contractual obligations, maintenance records and even construction processes to build a clear picture.

We outline any case for contributory negligence and any opportunity for financial recovery.

### LICENCED INQUIRIES

As we are licensed private inquiry agents we can ask questions of any person who can contribute to the investigation, confident that any information obtained is done so lawfully and is admissible in court.

### DUTY, BREACH AND CAUSATION

Central to any liability claim is the requirement to clearly establish that one or more parties breached their personal or professional duty by failing to conform to the required standard of conduct. It must be shown that such a breach was negligent and caused the damage or injury. With the onus of proof on the insurer, we are disciplined in our investigation process ensuring all of our enquiries are properly documented and all of our evidence is collected and stored in accordance with courtroom standards.

### BY THE BOOK

We have an in-depth understanding of legislative, regulatory and industry compliance standards and conduct all our investigations in accordance with them. In doing so we protect the reputation of our client's insurance brand whilst obtaining the requisite information.

### A WIDE RANGE OF EXPERTISE

We bring together the experts required to complete the investigation. We have chemical analysis and electrical engineering expertise in house. We work with experts in areas as diverse as gas, metallurgy, and building design, construction & certification.

### COURTROOM EXPERIENCE

When a case goes to hearing, expert testimony is vital. All of our senior investigators are practiced in the lucid presentation of the relevant facts in an adversarial courtroom environment. We know how to make the complex simple and easy to understand through reconstructions, models and diagrams.

### IN DEPTH ACTIONABLE REPORTS

Our reports are concise but contain all the relevant facts. They are detailed, accurate and trustworthy. We know that when it really matters, in a courtroom or in deciding a large claim, you need to rely on our work.

Our highly trained **licensed investigators** provide a complete picture of all the relevant facts that may have caused or contributed to the claim event to allow an insurer, or a court, to make a determination of responsibility based on impartial findings.

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

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