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CONFIDENTIAL INVESTIGATIVE REPORT

Date: August 7, 2018

Attention: [REDACTED]
[REDACTED]

Claimant: [REDACTED]
Claim#: [REDACTED]
AWIG File #: [REDACTED]
Insured: [REDACTED]
Request: 16 hours of surveillance
Dates of Service: 8/1/[REDACTED], 8/5/[REDACTED]
Results: The Claimant was observed driving her registered vehicle, walking, bending, and carrying a large suitcase as well as other large bags filled with items up a set of stairs.
Investigator: [REDACTED]

Claimant & Background Information Provided by Client

Name	[REDACTED]
Date of Birth	[REDACTED]
Social Security Number	Not provided
Provided Address(s)	[REDACTED]
Telephone Number(s)	[REDACTED]
Alleged Injury(ies)	[REDACTED]
Date of Loss	[REDACTED]
Vehicle(s)	Not provided

The Claimant was involved in an accident on October 18, [REDACTED] and claims injuries to her right shoulder, neck and back. Your office sought to conduct surveillance to determine the validity of the injuries and to see how active the Claimant is.

Database Search Results

Prior to conducting surveillance, efforts were undertaken to identify background information concerning the Claimant. Utilizing the provided information, a search was conducted revealing the following addresses to be associated with the Claimant.

NAME	ADDRESS	DATES OF RESIDENCY
[REDACTED]	[REDACTED]	[REDACTED]

ADDITIONAL INFORMATION FOUND FOR THE CLAIMANT:

Social Security Number:

[REDACTED]

Possible Phone Numbers:

[REDACTED]

Driver's License Information:

[REDACTED]

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Issuing State: [REDACTED]
License Type: [REDACTED]
Issue Date: [REDACTED]
Expiration Date: [REDACTED]
DOB: [REDACTED]
Gender: Female
Race: Black
Height: 5'7"

DMV Searches

A database search revealed the following registered vehicle(s) to be associated with the Claimant.

REGISTRANT NAME	REGISTRANT STREET ADDRESS
[REDACTED]	[REDACTED]
LICENSE PLATE NUMBER	DESCRIPTION
[REDACTED]	2017 Grey Chevy

Social Media & Online Searches

A comprehensive search of multiple sources revealed the following to be associated with the Claimant.

<u>Website</u>	<u>Located</u>	<u>URL</u>
Facebook	NO	
Google Plus	YES	[REDACTED]
Twitter	NO	
Instagram	NO	
LinkedIn	NO	
YouTube/Blog Sites	NO	
Pinterest	YES	[REDACTED]

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GOOGLE PLUS:

ABOUT

Posts

hey auntie Nov 4, 2014

Even in the midst of a storm I can still smile Jan 30, 2014

PINTEREST:

Pinterest Search for easy dinners, fashion, etc.

h

18 ways to change up your running routine

Workouts 2 Pins

Juicing 0 Pins

More ideas from [REDACTED]

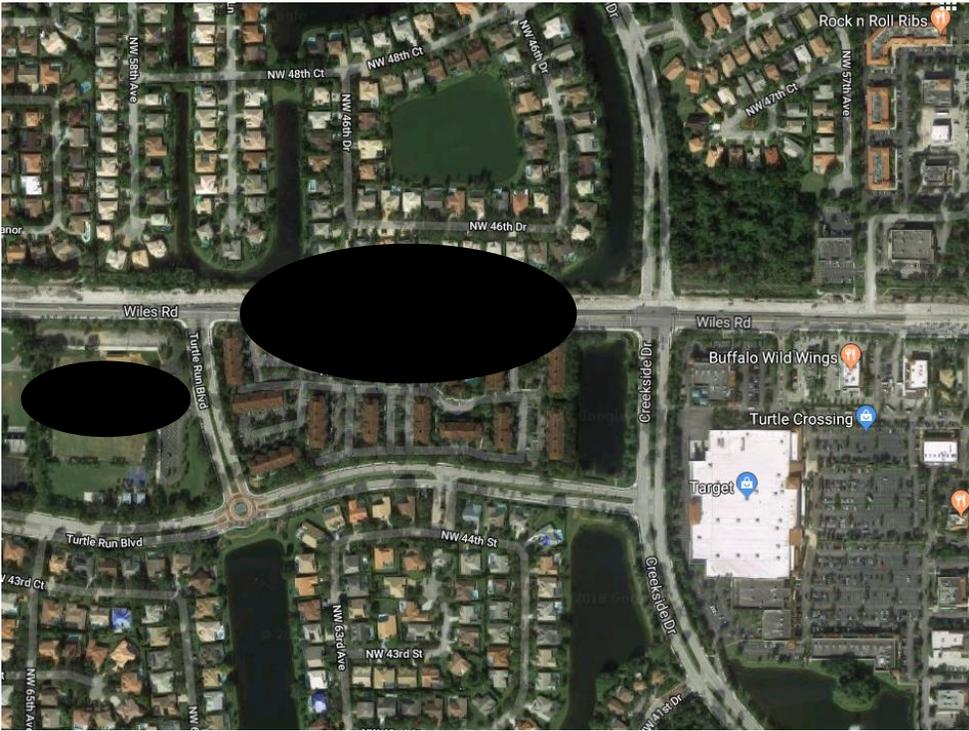
18 ways to change up your running routine

Photograph & Description of the Residence

The Claimant's provided residence can be described as a tan colored, three story town house style residence in a gated community.



Aerial Map of Surveillance Location & Vicinity



Summary of Findings

On August 1, 2018 the Investigator traveled to the developed residence for the [REDACTED] and arrived at 7:03AM. Upon arrival, the residence was observed to be located in a gated community. The Claimant was not observed upon arrival and neither was her registered vehicle. Stationary surveillance was maintained nearby. No Claimant activity was observed, and neither was her registered vehicle. At 10:57AM, the Investigator traveled to a series of Enterprise Rental Car establishments, which were presumed to be possible work locations for the Claimant in the surrounding area, in an attempt to locate the Claimant's registered vehicle parked outside of one of the establishments. Upon arrival at 10:59AM, at the Enterprise Rent a Car located at [REDACTED] neither the Claimant nor her registered vehicle were observed. At 11:07AM, neither the Claimant nor her registered vehicle were observed at the Enterprise Rent a Car located at [REDACTED]. At 11:11AM, neither the Claimant nor her registered vehicle were observed at the Enterprise Rent a Car located at [REDACTED], which can best be described as a large automotive dealer with a multi-level parking garage. At 11:32AM, neither the Claimant nor her registered vehicle were observed at the Enterprise Rent a Car located at [REDACTED]. At 11:49AM, neither the Claimant nor her registered vehicle were observed at the Enterprise Rent a Car located at [REDACTED]. Surveillance was temporarily suspended at 11:57AM with the Claimant not believed to be present. Surveillance was resumed at 1:51PM upon arrival back at the Claimant's residence and neither the Claimant nor her registered vehicle were observed outside of her residence. **At 4:46PM, a female subject, fitting the description of the Claimant, arrived in the parking lot outside of her residence, operating a grey Chevy Malibu bearing [REDACTED]. She parked in a parking spot near her residence. Video was captured of the Claimant as she exited the vehicle with two children, one male and one female. She was observed as she bent over at the waist and leaned into the rear seat of the vehicle, then walked to the open trunk of her vehicle. The Claimant had a large brown handbag slung over her left arm and was carrying items in her left hand and what appeared to be car keys in her right hand. She disappeared from view, behind the open trunk, and then reappeared with another large bag slung over her left shoulder, and a suitcase on wheels that she gripped with her right hand. She walked with these items towards the exterior stairwell, then transferred the large suitcase to her left hand, lifted it up, and carried it up the staircase, while the two children accompanied her. She entered her apartment, then reappeared without any of the items that she carried upstairs. She walked down the stairs, toward the open trunk of her car, disappeared from view behind the trunk, then reappeared with a black back pack slung over her left shoulder, a plastic bag with items in it, and a smaller bag that she carried in her right hand. She then walked back upstairs and entered her apartment with the two young children. The Claimant's gait was observed to be normal, she moved her head from side to side without any limitations or restrictions and there weren't any medical support devices observed that she may have been wearing. The surveillance was suspended for the day at 5:10PM.**

On August 5, 2018 the Investigator traveled back to the Claimant's residence and upon arrival at 6:57AM, he was briefly held at the gated entrance. At 7:03AM, upon entry, neither the Claimant nor her registered vehicle were observed. Stationary surveillance was maintained nearby. By 11:00AM, the Claimant nor her registered vehicle were observed, therefore surveillance was suspended temporarily.

Surveillance was resumed at 12:52PM with the arrival back at the gated entrance. At 12:55PM, the Investigator gained access to the parking lot again and did not observe the Claimant or her registered vehicle. Stationary surveillance was maintained and between the hours of 12:55PM and 4:40PM, the Claimant was not observed, therefore, surveillance was suspended for the day with the Claimant's whereabouts unknown.

Detailed Findings

INVESTIGATION – August 1, [REDACTED]:

On August 1, 2018 the Investigator traveled to the developed residence for the Claimant at [REDACTED], [REDACTED] and arrived at 7:03AM. Surveillance was conducted between arrival, and 11:57AM, temporarily suspended, then resumed at 1:51PM and conducted until 5:10PM.

7:03AM:

Upon arrival, the residence was observed to be located in a gated community, and can best be described as a tan colored, three story townhouse style residence, with the Claimant's apartment being located at the top of a raised exterior stairwell. The Claimant was not observed upon arrival and neither was her registered vehicle. Stationary surveillance was maintained nearby once the Investigator was able to gain access into the parking lot area.

7:59AM, 8:58AM:

No Claimant activity observed, hourly time shots secured.

9:05AM:

A white male was observed exiting the landing outside of the Claimant's apartment. He walked to a black Toyota Corolla bearing [REDACTED] and departed the area in the vehicle. Stationary surveillance was maintained.

9:56AM, 10:57AM:

No Claimant activity was observed, hourly time shots secured. Travel was commenced toward possible employment locations for the Claimant in the surrounding area.

10:59AM:

Upon arrival at Enterprise Rent A Car, located at [REDACTED], neither the Claimant nor the Claimant's registered vehicle was observed.

11:07AM:

Upon arrival at Enterprise Rent a Car located at [REDACTED], neither the Claimant nor her registered vehicle was observed.

11:11AM:

Upon arrival at Enterprise Rent a Car located at [REDACTED], neither the Claimant nor her registered vehicle was observed. This particular location can best be described as a very large automotive dealer with a multi-level parking garage.

11:32AM:

Upon arrival at the Enterprise Rent a Car located at [REDACTED], neither the Claimant nor her vehicle were observed.

11:49AM:

Upon arrival at the Enterprise Rent a Car located at [REDACTED], neither the Claimant nor her registered vehicle were observed.

11:57AM:

Surveillance was temporarily suspended due to the Claimant's whereabouts being unknown.

1:51PM:

Upon arrival back at the Claimant's residence, the Investigator was briefly held at the gated entrance.

1:54PM:

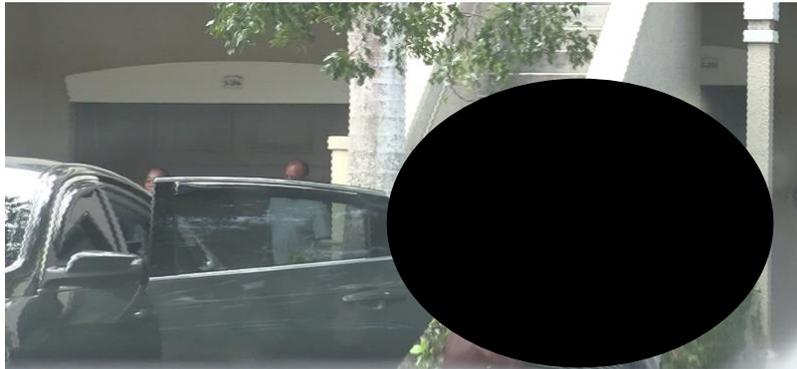
Upon entry through the gated entrance, the Claimant's registered vehicle was not observed parked anywhere near the residence. Surveillance was resumed nearby.

2:53PM, 3:56PM:

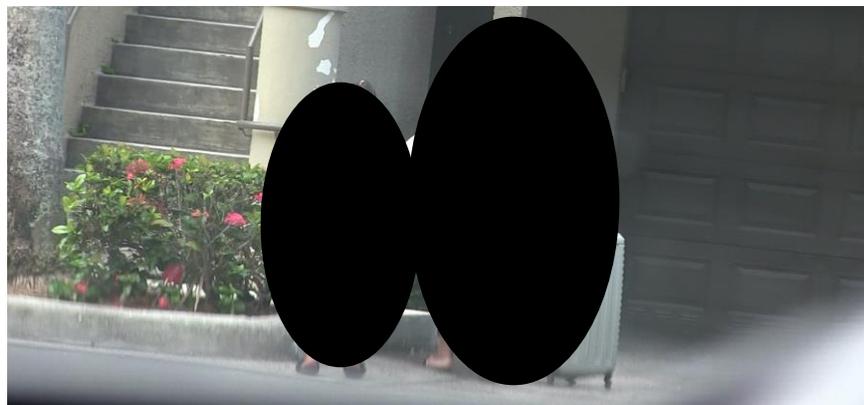
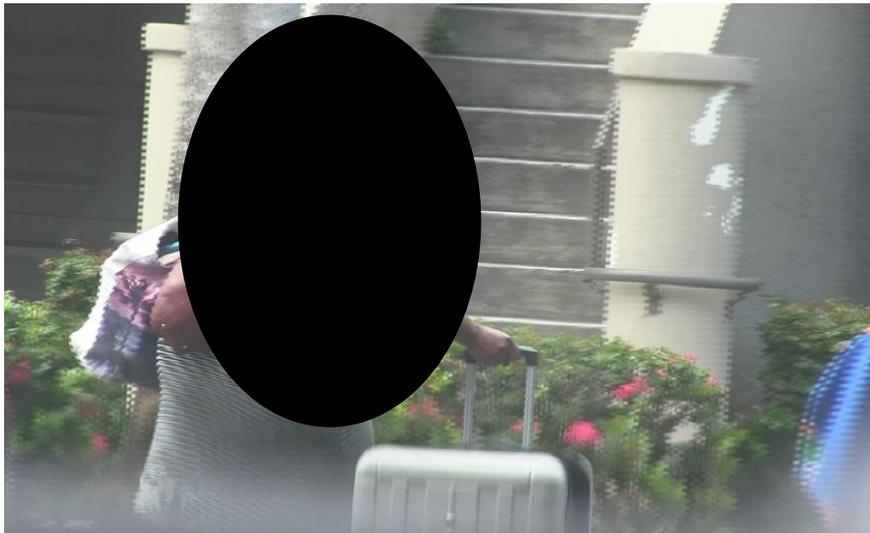
No Claimant activity was observed, and hourly time shots were secured.

4:46PM:

A female subject, matching the description of the Claimant was observed operating a grey Chevy Malibu bearing [REDACTED] as she entered the parking lot directly in front of the Claimant's residence. Also observed, were two young children, in the car with her. The female subject, who we will refer to as the Claimant, was observed exiting the vehicle and video was captured. The Claimant was observed to be attired in a black and white sleeveless dress and a pair of flip flops. She bent over at the waist, leaned into the back seat of the vehicle and grabbed items that she carried in her left hand, and wore a large brown hand bag slung over her left arm as seen below.



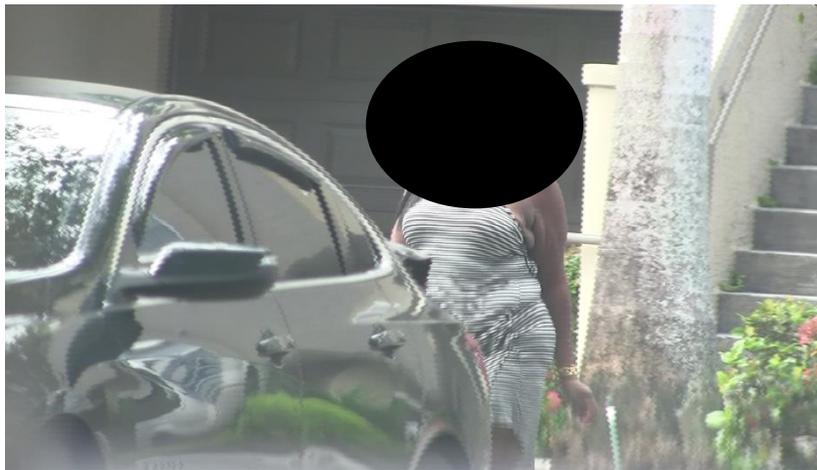
The Claimant was then observed grabbing a large suitcase on wheels with her right hand, and then observed pulling the suitcase toward the exterior staircase as seen below.



The Claimant was also observed carrying the large suitcase up the stairs with her left hand, while supporting another large bag as well as the brown hand bag that was slung over her left shoulder as seen below.



The Claimant then returned to her vehicle and was observed turning her head from side to side in a normal manner. She grabbed more items from the trunk of the car and proceeded to carry a black back pack over her left shoulder, a large plastic bag with items in it in her left hand while also carrying a small blue and white bag in her right hand as illustrated below in the three “still shots.”





5:10PM:

Surveillance efforts were suspended for the day with no further Claimant activity observed.

INVESTIGATION – August 5, 2018:

On August 5, 2018 the Investigator traveled back to the Claimant’s residence and upon arrival at 6:57AM, he was briefly held at the gated entrance. At 7:03AM, upon entry, neither the Claimant nor her registered vehicle were observed. Stationary surveillance was maintained nearby. By 11:00AM, neither the Claimant nor her registered vehicle were observed, therefore surveillance was suspended temporarily. Surveillance was resumed at 12:52PM with the arrival back at the gated entrance. At 12:55PM, the Investigator gained access to the parking lot again and did not observe the Claimant or her registered vehicle. Stationary surveillance was maintained and between the hours of 12:55PM and 4:40PM, the Claimant was not observed, therefore, surveillance was suspended for the day with the Claimant’s whereabouts unknown.

7:03AM:

The Investigator accessed the parking lot outside of the Claimant’s residence after being briefly held at the gate.

7:57AM, 8:58AM, 9:56AM:

No Claimant activity was observed, and hourly time shots were secured.

11:00AM:

With the Claimant not believed to be home, surveillance was temporarily suspended.

12:55PM:

The Investigator accessed the parking area outside of the Claimant’s residence after being briefly held at the entrance gate.

1:56PM, 2:53PM, 3:55PM:

No Claimant activity was observed, and hourly time shots were secured.

4:40PM:

With no further Claimant activity observed, surveillance was suspended for the day with the Claimant’s whereabouts unknown.

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Client: [REDACTED]
Claimant: [REDACTED]
Claim Number: [REDACTED]
Date: [REDACTED]
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Conclusion and Recommendation

Pursuant to your request, sixteen (16) hours of surveillance was conducted. Over the course of the sixteen (16) hours, the Claimant was observed driving, walking, bending and carrying a large suitcase, as well as large bags filled with items up a set of stairs outside of her residence without the use of any medical/mobility aids. Further surveillance is recommended to obtain video evidence of the Claimant’s physical ability surrounding any upcoming medical appointments.

Thank you for the opportunity to be of service to you in this matter. If you have any questions or require further investigation please do not hesitate in contacting us. A copy of the video footage related to this investigation will be forwarded to your office. Please contact our office if any additional copies of this report or related videos are required.

Very truly yours,

Alliance Worldwide Investigative Group, Inc.
Report prepared by:

[REDACTED]

[REDACTED]

Investigations Case Manager

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