



THE COTSWOLD GROUP

Asking the hard questions

Motor Theft



The investigation of the theft of motor vehicles has improved dramatically in recent years. Any validation process has to be dealt with quickly leaving the customer with a positive impression of the service they have received and the knowledge that their claim has been dealt with firmly but fairly.

The Cotswold Group is the leading motor fraud investigation firm in the UK. Our motor theft product applies to claims for motor theft un-recovered or motor theft recovered with loss or damage (e.g. burnt out). Types of vehicles involved include private, hire, commercial, plant or agricultural.

The service we provide can be desk top screening using conversation management and cognitive interviewing techniques or by a traditional visit to interview the insured, or a blend of both.

Desk top screening can lead to high risk claims being identified and subjected to a full investigation, whilst the low risk claims are immediately returned for fast track settlement.