



THE COTSWOLD GROUP

Asking the hard questions

Surveillance



Surveillance in personal injury cases directly saves the UK insurance industry tens of millions of pounds each year. It is the only time in the lifetime of a claim when the claimant is not on notice and as such delivers a genuine reflection of their true level of movement and daily activity.

Managed ethically, surveillance is one of the most potent tools available during the defence of personal injury claims and complex fraud. ABI guidance to Insurers when instructing investigators has placed more emphasis on the Insurer to ensure that the agents they instruct are reputable and strictly adhere to the guidelines.

The Cotswold Group customers can rest assured that all our surveillance operatives are fully employed, and individually trained in

all aspects of Surveillance legislation, such as Human Rights Act and RIPA, ethics and best practice and vetted to our exacting standards. All procedures are subject to an ongoing process of internal audit and performance assessment.

This degree of professionalism ensures all enquiries are carried out to the highest ethical and legal standards of conduct. Cotswold continues to promote transparency, accessibility and innovation in the Surveillance provision, whilst providing leading edge Surveillance solutions.