

INVESTIGATE WITH



WHITEHALL BUREAU OF CANADA LIMITED  
*Canada's National Investigative Resource*





# PROFESSIONAL INSURANCE INVESTIGATIONS

Whether you are a Property and Casualty insurer, TPA, Self-Insured entity, corporation, defense or first party litigator, Whitehall Canada has the expertise to handle all of your investigative needs *with confidence*. We service our clients throughout Canada, the United States and with a global reach. Our professionals are dedicated to provide value that is recognized in the marketplace for our leadership in professionalism and quality.

## Complete Investigative Solutions

- Surveillance
- SIU Support
- Comprehensive Statements
- Locate Investigations
- Social Media Investigations
- Open Source Intelligence
- Employment Inquiries
- Primary Insurance and Claims History
- Neighbourhood Inquiries
- EDR / CDR Services (Alberta)
- On-Scene Accident Analysis
- Fatality and Serious Injury
- Staged Accident / Clinic Investigations
- Witness Insured and Police Interviews
- Cross Border Claims
- Complex Trucking Loss and Theft
- Financial and Motive (Arson/Theft)
- Subrogation and Recovery
- Mortgage Enforcement
- Process Serving

## LIFE & HEALTH INVESTIGATIONS

Our Life and Health clients have received proven investigative solutions for their group, individual, associations and self insured contracts. Whitehall Canada has earned a reputation over the past 20 years for executing services that are tailored to our clients' needs, including sensitive matters and those having international content and requirement.

## Our Investigative Solutions

- Surveillance
- SIU Support / Undercover Operations
- Self-Employed Background
- Social Media Investigations
- Claimant Interviews
- Alive and Well Visits
- Contestable/Accidental Death Claims
- Foreign Death Claims
- Document Retrieval
- Beneficiary Locates







## CORPORATE RISK MITIGATION AND INVESTIGATION

When you partner with Whitehall Canada, we work closely with you to identify the essential elements of your concern where investigation is needed. We assist you with a step by step approach, taking into consideration privacy rights, your brand and other related aspects before providing cost-effective and innovative solutions.

### Corporate Risk Investigative Solutions

- Surveillance ~ Suspected Injury Claims
- Surveillance ~ Suspected Employee Abuse
- Surveillance ~ High Risk Termination / Protection
- Crisis Exit Interviews / Social Media Monitoring
- Locates / Skip Training
- Workplace Harassment and Conduct Investigation
- Social Media and Open Source Intelligence
- Mergers and Acquisitions
- Pre-screening Services
- Competition Intelligence
- Training





## KEY SCREENING SERVICES

Protecting your business and reputation is a primary focus at Whitehall Canada regardless of the size of your company. Using our dedicated background services for your Executive and Management positions is vital in today's ever changing business landscape. Our efforts are dedicated to key leadership positions versus bulk screening for entry level employees. The results are geared for a thorough review so that your hiring decisions can be made **with confidence**. Call for a full list of screening services and competitive pricing options.

## EDR and RECONSTRUCTION

Vehicle crash or event data (EDR) is one of the most important pieces of evidence to be collected and evaluated as part of a vehicle crash investigation. Our former Calgary Police and Certified Level 4 Specialists work with insurance, corporations, law firms and government to secure evidence via various avenues; EDR download reports, accident reconstruction and SIU related interviews to provide a clearer understanding of important data and observational elements associated with the accident.



## VALUE ADDED SERVICES

Our vision can't be completed by one; it is shared throughout the company through a consistent and confident approach in everything we do.

### REPORTING

Since 1996, we have been retained to conduct thousands of professional investigations; maintaining a high standard of service and quality reporting. Reports have been a cornerstone of our success, coupled with a dedicated vision of being the "go to" company for our clients.

### TRAINING

The world is forever changing; from technology and younger staffing to becoming more efficient with investigative resources. We pride ourselves at not just being another surveillance company, but an extension of our client. Doing so requires ongoing training to ensure up to date information with cost effective approaches to better our clients' bottom-line. Our training includes the Effective Use of Investigators, Investigating in a Privacy World, Adding Value to Your Investigations and Investigating Beyond the Lens.

### U.S.A. & GLOBAL INVESTIGATIONS

In order to serve our clients with seamless quality and service, Whitehall Bureau of America serves our Canadian insurers and legal partners with claims investigation throughout the United States. Our global reach with strategic and professional networks of investigators enables us to assist you around the world with your claims or other investigation handling confidently.

### AUDIT AND ASSURANCE

Confidence starts by our clients knowing that they are incredibly valued. In order to maintain strong working relationships we audit each assignment to ensure the highest of standards are met and that our investigators receive ongoing training to increase their performance and overall success.

***The confidence is in a job well done.***



EXPERIENCE

ACCOUNTABILITY

COMMITMENT

**Whitehall Canada is a full-service national investigation and consulting firm. We serve a broad spectrum of clients from individuals, small to mid-size corporations, Fortune 500 companies, government, respected law firms and insurance companies through virtually every line of business.**

**CONFIDENCE IN WHITEHALL CANADA?** Nothing can replace the passion for a well executed investigation. Though there are a number of differentiators to ensure your success, it essentially comes down to experience, accountability and commitment.

**EXPERIENCE:** Whitehall Canada was founded in 1996. Our history dates back even further to 1984 as our founding owner began servicing corporate and insurance clientele with professional investigations on a national and then North American level. In tandem with our extensive experience is our desire to create value for each of our clients and the work they entrust us with.

**ACCOUNTABILITY:** We take this responsibility very seriously at Whitehall Canada; adhering to time service constraints, quality reporting and ensuring ongoing feedback to our staff. Accountability is an integral part of our firm and you should not expect any less. Doing so is not an easy feat but knowing that our success stems from that very word means wonders to our clients and their end product. It is something we are committed to on each assignment.

**COMMITMENT:** Each task we perform is an investment in our clients, as much as they are investing in us to handle each assignment with utmost professionalism and integrity. When Whitehall Canada goes to work for you, our expectation is for a long term relationship. Together with commitment is our genuine passion to investigate, to reach a conclusion that matters and is relevant to your decision making.

**Whitehall Canada has charted a course of excellence, earning the reputation as a premier investigation agency built on commitment and consistent focus on service and results.**

***INVESTIGATE WITH CONFIDENCE***





WHITEHALL BUREAU OF CANADA LIMITED

**CANADIAN  
CORPORATE OFFICE**

1266 South Service Road, Suite C2-5 Hamilton, ON L8E 5R9  
Telephone: 1.877.313.7283 • Facsimile: 1.866.809.7283  
[www.whitehallcanada.com](http://www.whitehallcanada.com)



WHITEHALL BUREAU OF AMERICA INC.

**AMERICAN  
CORPORATE OFFICE**

100-800 Main St., Niagara Falls, New York 14301  
Telephone: 1.866.510.1212 • Facsimile: 1.888.488.6188  
[www.whitehallamerica.com](http://www.whitehallamerica.com)

**REGIONAL OFFICES**

Vancouver, Calgary, Edmonton, Regina, Winnipeg, Toronto, Niagara, London, Ottawa-Gatineau, Montreal, Moncton, Halifax

