



Our surveillance team members and claim professionals work together to develop a customized investigative plan that enhances our ability to provide important, relevant information about a subject's outside activity.

The Surveillance Investigative Unit is also responsible for working with our approved network of Professional Private Investigation (PPI) firms. We consider our PPI partners to be a multiplying resource for our surveillance team. We have an established process for evaluating each of our approved PPI firms to ensure we are working with companies that have demonstrated technical abilities and possess a reputation for results.

Our data show that utilizing a non-Travelers vendor for your surveillance could cost you an average of 150% more than our surveillance network program.

Additionally, our investigators work with these firms on a daily basis to guide and coordinate surveillance activities, achieving reliable results for a reasonable price. Once surveillance has been obtained, our professionals work to determine what follow-up investigation may be needed. All efforts are designed to provide our claim professionals with the information necessary to achieve the right outcomes for your business claims.

Our program has had a positive financial impact of \$45 million since its inception in 2009.

Surveillance can be a valuable tool to verify questionable facts in a particular claim or assist in identifying potentially fraudulent activity.
