



Expertise you can trust

# Specialist Investigation Services



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*Charles Taylor Specialist Investigation Services leaves no stone unturned when it comes to validating Aviva's insurance claims - even if a claim comes from a far-flung corner of the world. Their tenacity and experience, together with their global network of investigators ensure that they continually protect our bottom line, whilst treating all our customers fairly.*

*They also refine their processes constantly, to improve what is already an excellent service, and the results speak for themselves.*

David Royal, Claims Fraud Manager, Aviva UK

*As a global insurer, it is imperative that Allianz Global Corporate & Specialty works with partners who can enforce our zero tolerance approach to tackling fraud wherever it is suspected around the world. In Charles Taylor, we have a partner that we know we can count on to carry out proportionate and professional investigations in an ethical and compliant way.*

*The trust that we place in Charles Taylor to handle complex investigations and deliver the right outcomes is the greatest endorsement we can make of the services that they offer.*

Gareth Davies, Head of Fraud - Allianz Global Corporate & Specialty

**As a multi-sector investigations division, we are highly experienced in handling fraud cases all over the world, ranging from a multi-million-pound art theft to open source and social media profiling, across all lines of business.**

No two counter fraud philosophies are the same which is why we work collaboratively with our clients to build tailored claims fraud responses. We offer investigations on a retained/delegated authority basis, as well as a 'white label' solution.

Our investigation services are provided to all staff at Charles Taylor, our insurer clients, the legal sector, TPA's and corporate multi nationals.

Every member of the Specialist Investigation Services is a certified professional investigator or is working towards attaining a professional fraud qualification.

# Specialist Investigation Services



## Our Services

At Charles Taylor we have developed a comprehensive and strategic operational response to claims fraud and offer our clients full access to our range of investigation products and innovative technology.

Our toolkit includes the following key investigation services:

- Global Field Investigations
- Global Surveillance
- Video Interviewing
- Social Media Background Checks
- Financial Background Reports
- Open Source Data Analysis
- Document Validation
- Conversation Management
- Forensic Accountancy
- Alive & Well Checks
- Track & Trace Enquiries
- Medical Record Retrieval
- Analytical Data Analysis
- Cyber Investigations

We also provide fraud and cost containment workshops, along with strategic guidance planning.

### Business Areas:

- Property/Homeowners
- Financial Lines
- Travel
- Casualty/Liability
- Workers Compensation
- Third Party Administration
- Motor/Auto
- Commercial
- Fine Art & Specie
- Marine
- Aviation
- Natural Resources
- Mining & Utilities
- Private Health
- Life
- Legal Services – Pre Litigation

## Innovation

We are constantly challenging ourselves to professionally evolve and bring best practice to all our clients.

Education and being a thought leader is at the cornerstone of everything we do and we are very proud to have launched Charles Taylor Fraud Academy to provide class leading education to our internal staff and clients.

### AI Fraud Detection

Our automated fraud detection software validates and fast-tracks genuine claims, improves fraud identification and savings and reduces claim cycle times.

It's an SaaS platform that uses machine learning to continually improve fraud detection, and it can be connected to relevant external data sources to gather additional insights. When combined with our fraud investigation services, it provides an end-to-end solution to reduce the cost of fraud.

## Awards

2025 Insurance Post Claims & Fraud Awards - Independent Fraud Investigation Team of the Year - **Winner**  
2025 Modern Claims Awards - Fight Against Fraud - **Winner**  
2025 Insurance Post Claims & Fraud Awards - Combating Fraud - Collaboration of the Year with Aviva - **Winner**  
2024 ITIJ Awards - Outstanding Industry, Contribution of the Year - **Winner**  
2024 Modern Claims Awards - Fight Against Fraud - **Highly Commended**  
2023 Insurance Post Claims & Fraud Awards - Independent Fraud Investigation Team of the Year - **Winner**  
2023 Insurance Times Claims Excellence Awards - Fraud Solution of the Year - **Highly Commended**  
2023 Modern Claims Awards - Fight Against Fraud - **Highly Commended**  
2022 CIR Risk Management Awards - Best Use Technology in Risk Management - **Winner**  
2022 British Claims Awards - Best Use Technology - **Winner**  
2022 FStech Awards - Innovative Product of the Year - **Winner**  
2022 Insurance Times Claims Excellence Awards - Fraud Solution of the Year - **Highly Commended**

## Social media & open-source Investigation



Bringing the best of IQ & IT together to produce impactful social media intelligence that you can trust.

Discovery by Charles Taylor is designed by Insurance Professionals for Insurance Professionals and can help you access the most comprehensive open source/social media intelligence, whilst saving you approximately 20 - 30 hours of manual labour on every investigation.

We specialise in social media background, investigative reporting and data analytics.

# Key contacts



## Bobby Gracey CIFI IFC II

Global Head of Counter Fraud

M: +44 (0) 7557 774577

E: [bobby.gracey@charlestaylor.com](mailto:bobby.gracey@charlestaylor.com)



## Simon Cook

Director of Investigation Services - International

M: +44 (0) 7834 098648

E: [simon.cook@charlestaylor.com](mailto:simon.cook@charlestaylor.com)



Charles Taylor provides insurance services, claims solutions and technology platforms to all parties across the global insurance market.

Its technical expertise, technological tools and breadth of solutions enable its clients to outperform, by addressing complexities and challenges across every stage and aspect of the insurance lifecycle and operating model.

Charles Taylor employs approximately 3,100 staff in more than 120 locations spread across 30 countries in Europe, the Americas, Asia Pacific, the Middle East and Africa. It has earned the trust of a diversified, blue-chip international customer base that includes national and international insurance companies, mutuals, captives, MGAs, Lloyd's syndicates and reinsurers, along with brokers, distributors and corporate insureds.



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