

# Claims Investigation Agency

Uncover the Truth

*Serving since 1987*

CIA specializes in fraud, worker's compensation, personal injury, domestic and other varied investigations. C.I.A is retained by some of the top plaintiff and defense law firms, and insurance companies in the United States.

Learn More on Page 3

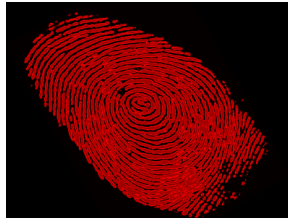
**Claims  
Investigation  
Agency, Inc.**



## About C.I.A

**Claims Investigation Agency** was established in 1987 and is one of the longest standing investigative agencies in the state of Florida.

CIA has experienced a great deal of success representing both the plaintiff and the insurance defense in investigative matters. The company is retained by some of the top plaintiff and defense law firms and insurance companies in the United States.



The staff represents over 90 years of combined experience, knowledge and diversity. CIA has Spanish and Creole-speaking investigator's on staff as well as a staff attorney and staff insurance adjusters.

Claims Investigation Agency is licensed and insured and can perform any investigative task!

## Services Offered

- Arson Investigation
- Asset Investigations
- Database and Online Searches Domestic Related Investigation
- Insurance Fraud
- Jury Misconduct Investigation
- Litigation Support
- Industrial Investigation
- Skip Tracing
- Special Service of Process
- Surveillance
- Much More!



Claims Investigation Agency has the highest standards when it comes to their **surveillance** team.

Learn More on Page 2

# Skip-Tracing, Surveillance, Asset & Database Searches

**Skip Tracing** involves finding people who don't want to be found. This is not the same as bail bond recovery or bounty hunting. A skip trace can be done to recover money from a bad debt. Claims Investigation Agency has the ability to track down individuals through several different means. Their state of the art computer network allows them to locate individuals at the press of a button. If you are trying to locate a long-lost family member, friend, or even a "dead-beat dad" CIA has the resources to help you find them quickly and efficiently.

Claims Investigation Agency has the highest standards when it comes to their **surveillance** team. Each investigator becomes familiar with each case before starting surveillance. They utilize state of the art equipment to ensure proper quality and results.



Claimant alleges that on March 6, 2015 he was stepping down on boxes to crush them when he lost his balance and fell. The EE is said to be experiencing pain to his lower leg. On July 5th, claimant is seen picking up his young daughter and is seen walking to his car. During this time, the claimant did not wear any visible medical support devices and/or braces.

Some types of surveillance include:

- Worker's Compensation
- Liability
- Divorce Matrimonial
- Pre-Marital
- Child Custody
- Civil



## Serving Nation Wide!



Claims Investigation Agency has been serving the entire Florida community since 1987. Prestigious companies in the nation have recommended C.I.A.

Learn More on Page 4

CIA is one of the initial investigative agencies in the United States to offer SIU investigative services in all of Cuba. We have the necessary permissions, logistics, and legal counsel from licensed attorneys in Cuba to legally and effectively process our services in a quick turn-a-round.

In the past, Claims Investigation Agency has been hired by some of the largest financial institutions and insurance companies in the world to locate hidden **assets**. Some of the asset searches that can be provided are:

- Hidden Money
- Offshore/US Bank Account Searches
- Property Ownership
- Vehicle Ownership
- Bankruptcy Filings
- Corporations

## Investigations

**Claims Investigation Agency** can provide you with the simplest of background checks to the most detailed product liability investigation and everything in between.

Below is a list of the types of investigations that CIA can provide for you:

- Surveillance
- Internet Mining
- Accident Investigation
- Medical Malpractice
- Witness Statement
- Skip Traces and/or Locates
- Photography (Aerial, Still, Video Recordings)
- Covert Cameras
- Product Liability
- Wrongful Death Lawsuits
- Background Investigation



*Claims Investigation Agency strives to provide excellence and uncover the truth for your company.*

## Fee Schedule

Prices vary from case to case.

Please call the office at (305) 244-9680

## Corporate Forensic Examinations

**Claims Investigation Agency** is a full service computer security organization. They specialize in Computer Forensics, Computer Security, Data Recovery and Data Storage. Their forensic examiners are armed with the most advanced computer tools and technical knowledge.

## Locations

**Claims Investigation Agency** is based out of Miami, Florida.

7171 Coral Way, Suite 203  
Miami, FL 33155

CIA has served throughout the entire United States and worldwide.

## Letters of Recommendation

Claims Investigation Agency, Inc. has been honored to serve many prestigious companies throughout the United States. CIA has served Carnival Cruise Lines for over 17 years. It has performed a variety of services for the company. CIA is highly professional, enthusiastic, organized and detail oriented. Our company has saved Carnival Cruise lines thousands and thousands of dollars.

CIA has also had the privilege of continuously serving Steak n Shake. Steak n Shake has relied on the skills, techniques and passion of Claims Investigation Agency for each case.

Among these great companies, Claims Investigation Agency has been highly recommended by AmTrust North America. CIA has consistently conducted various types of investigations, including scene investigation, traffic accident, pedestrian/vehicle accident, construction site death investigation, skip trace and written and recorded witness and subject statements. In 2010, CIA saved the insurance company an estimated \$13.9 million as a direct result of the defense investigation.

Claims Investigation Agency has served hundreds of companies saving each one thousands of dollars with their investigative services. CIA hopes to serve you in the near future. Together with your Risk Management, Claims Investigation Agency can save you money!

Below are recommendation letters from different companies CIA has worked with.



### The President

Don Blair, our president, is the former in house supervisor of the Special Investigations Unit of Gallagher Bassett Insurance Company, a nationally recognized insurance company and also the National Account Manager.

He has an extensive background in civil investigations, both on the plaintiff's side and the defense side. He specializes in subrogation investigations. He has a Bachelor's degree in Criminology and has also been retained by the top criminal law firms throughout the United States.

Our staff represents over 90 years of combined experience, knowledge and diversity. We have Spanish and Creole speaking investigators on staff. In addition, we also have a staff attorney and staff insurance adjusters.

October 15, 2010

To Whom It May Concern:

I am a Director in the Loss Prevention Department of Carnival Cruise Lines. I have had the pleasure of working with Don Blair, President of Claims Investigative Agency, for over 12 years. Claims Investigative Agency is Carnival Cruise Lines' preferred vendor for investigative and surveillance services.

Mr. Blair has performed a variety of services at my request, including videotaped surveillance, background checks, medical canvassing and obtaining witness statements. Mr. Blair's work on my cases has been consistently exceptional. In several of my cases, Claims Investigative Agency has obtained surveillance and witness statements that proved to be a key negotiating tool that allowed us to effectively minimize settlements on cases with exposure to potentially high damages awards.

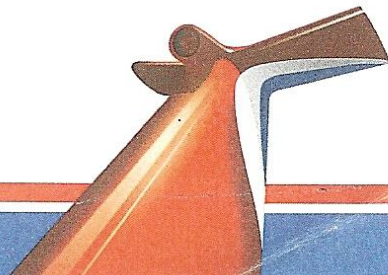
Mr. Blair is enthusiastic, organized and detail oriented. Therefore, when I refer a matter to his company, I am confident that the work will be done, as requested, and in a timely and professional manner.

I personally would whole heartedly recommend Mr. Blair and his company, Claims Investigative Agency, for anyone requiring investigative services.

Best regards,



Donnise A. DeSouza, Director  
Loss Prevention Department



August 8, 2016

Claims Investigation Agency  
Attn: Don Blair  
2031 SW 82 Place  
Miami, FL 33155

Dear Mr. Blair:

I'm very pleased to recommend Claims Investigation Agency to GB DCPS. I have worked with CIA for 4 years now with the Steak N Shake Account. As soon as an assignment is sent to Mr. Blair, he immediately starts working the assignment. We have had great success with CIA, saving GB money in settlements as well as litigation expenses with their professional and thorough surveillance and background investigations. Utilizing CIA's investigations, we have successfully turned over multiple claimants to GBSIU for presentation to the State of Florida to review for misrepresentation. Also utilizing CIA's investigation, we received a fraud defense verdict from the OJCC at hearing.

Claims Investigation Agency has my highest recommendation to be added to the GB family.

Sincerely,



Dianne Hicks  
Senior Resolution Manager

P.O. BOX 21227  
TAMPA, FL 33622

O 813.262.0274  
F 813.262.0285  
T 866.428.0283

[www.gallagherbassett.com](http://www.gallagherbassett.com)



## Steak n Shake, Inc.

August 9, 2016

To Whom It May Concern;

We have utilized the services of Mr. Don Blair, Claims Investigation Agency (CIA), for several years. I will recommend CIA without hesitation or qualification. While primarily covering our Florida market, we have had the opportunity to utilize services in other states with positive results.

Because of the nature of our business (24 / 7), it is critical to have a reliable and rapid response in most situations. CIA provides consist and high quality results rapidly and in meaningful formats. We have found his services in research, surveillance, investigations and interviewing to be of the highest quality. His ethics have been beyond reproach.

Our insurance / claim adjusters, as well as our many defense firms, have designated CIA as top choice and in many situations only provider. He has become the 'go-to' company for any type of litigation preparation no matter how complicated or complex. I also know our named defense firms recommend him to other firms.

Please feel free to contact me at 210-771- 8315.

Best regards,

Larry Offutt, C.S.T, R.S.D.  
Director of Safety & Risk Management



## Steak n Shake Operations, Inc.

To Whom It May Concern

I am the Director of Safety & Risk Management for Steak ' Shake Operations ( SnS) and associated companies. Claims Investigative Agency, Don Blair, has been named 'vendor of choice'. Our Third Party Administrators, Insuring Adjusters and extensive defense firms have all praised the quality and timeliness of Mr. Blair's work and results.

Not only does SnS rely upon the skills, techniques and passion Mr. Blair brings to each assignment many of our defense firms now independently utilize his services. His ability to anticipate and understand intricacies of an investigation has proven invaluable to me. The turnaround time regarding promptness of 'being on spot' has saved us hundreds of thousands of dollars via his timely and through work in the earliest stages of investigations.

Without hesitation, I recommend Mr. Blair and Claims Investigative Agency.

Larry Offutt , C.S.T. , R.S.D.  
Safety & Risk Management Director



September 8, 2015

To Whom it May Concern:

My firm has hired Don Blair / Claims Investigation Agency numerous times over the past several years to conduct surveillance, background investigations, and to locate and interview potential witnesses. Don has proved to be an invaluable resource when working on significant value catastrophic injury and wrongful death claims. Don has located potentially dangerous witnesses in cases involving criminal allegations and obtained statements where efforts by other investigators and law enforcement have failed. On very short notice, Don and his team have been able to coordinate video surveillance. I can recommend Don without hesitation based on his responsiveness, reliability, and effectiveness.

Very truly yours,



Richard P. Morris

**DEAN, RINGERS, MORGAN AND LAWTON**  
A PROFESSIONAL ASSOCIATION  
**ATTORNEYS AT LAW**

GOBLE D. DEAN [1913-2000]  
ANDREW L. RINGERS (1937-2014)  
DALE O. MORGAN (OF COUNSEL)  
WILLIAM E. LAWTON \*##+++  
LAMAR D. OXFORD #  
F. SCOTT PENDLEY \*++  
JOHN D. ROBINSON  
FRANK C. WESIGHAN +  
JEFFRY J. BRANHAM +  
JOSEPH R. FLOOD, JR.  
S. RENEE STEPHENS LUNDY  
DOUGLAS T. NOAH  
ALAN D. KALINOSKI +##\*\*  
JOHN M. JOYCE  
G. CLAY MORRIS  
RONALD P. GRENINGER  
MICHAEL A. LOWE +  
JOHN T. CONNER  
BRYAN A. LOWE +  
GLORIA A. CARR  
JOSHUA B. WALKER

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POST OFFICE BOX 2928  
ORLANDO, FL 32802  
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FAX (407) 648-0233

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110 EAST BROWARD BLVD.  
SUITE 1700  
FORT LAUDERDALE, FL 33301  
(954) 315-3870  
FAX (954) 302-7809

CORPORATE CENTER ONE  
AT INTERNATIONAL PLAZA  
2202 NORTH WESTSHORE BLVD.  
SUITE 200  
TAMPA, FL 33607  
(813) 288-4686  
FAX (813) 579-3634

AETNA BUSINESS CENTER  
841 PRUDENTIAL DRIVE  
12TH FLOOR  
JACKSONVILLE, FL 32207  
(904) 371-1907  
FAX (904) 839-4089

**REPLY TO:**  
**POST OFFICE BOX 2928**  
**ORLANDO, FL 32802-2928**  
**(407) 422-4310**  
**FAX (407) 648-0233**  
[WWW.DRML-LAW.COM](http://WWW.DRML-LAW.COM)

JESSICA C. CONNER  
PATRICIA M. REGO CHAPMAN  
GAIL C. BRADFORD ++###  
C. DEWITT REVELS III  
ERIC J. NETCHER

\* FLORIDA BAR BOARD CERTIFIED CIVIL TRIAL LAWYER  
+ FLORIDA BAR BOARD CERTIFIED WORKERS' COMPENSATION LAWYER  
# FLORIDA BAR BOARD CERTIFIED APPELLATE PRACTICE LAWYER

## ADMITTED TO THE DIST. OF COLUMBIA BAR  
++ ADMITTED TO THE GEORGIA BAR  
\*\* ADMITTED TO THE ILLINOIS BAR  
### ADMITTED TO THE MASSACHUSETTS BAR  
+++ ADMITTED TO THE NEW YORK BAR

October 21, 2015

To Whom It May Concern:

We have had the pleasure of using Mr. Don Blair and his company, Claims Investigation Agency for several years, and have found their work to be outstanding.

Mr. Blair responds timely and it appears that he works 24/7, as we receive information from him at all hours of the day and night. Mr. Blair is an excellent investigator and is able to locate and procure records from foreign countries and is relentless in his pursuit for any information we request.

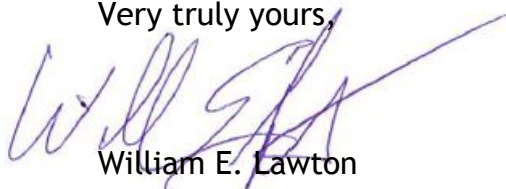
Mr. Blair does comprehensive background checks, surveillance and can locate individuals who appear to have disappeared.

We can recommend him without any reservation whatsoever, and he is our "go to man," particularly on tough assignments.

If you need any other information, please do not hesitate to contact me.

With best regards, I remain,

Very truly yours,

  
William E. Lawton

WEL/mt



AmTrust North America  
An AmTrust Financial Company

June 1, 2011

RE: Claims Investigation Agency, Inc.

To Whom It May Concern:

This is to advise that I have had the pleasure of working with Mr. Donald Blair and Claims Investigation Agency for several years. His investigative agency has been on our approved investigative vendors list and in fact, is the preferred investigative vendor for our insurance company.

Mr. Blair and his associates have always provided an excellent result both in investigation and surveillance activities. They have produced a hit ratio on surveillance that has been unmatched by any other investigative agency in the state. They are prompt and thorough and have always kept us advised as the assignment progresses.

Claims Investigation Agency has consistently conducted various types of investigations, including scene investigation, traffic homicide, traffic accident, pedestrian/vehicle accident, construction site death investigation, skip trace and written and recorded witness and subject statements.

Last year, Claims Investigation Agency saved our insurance company an estimated 13.9 million dollars as a direct result of the defense investigation.

I highly recommend their services.

Very truly yours,

Patricia Salinas  
Regional Manager

AmTrust North America of Florida, Inc.

One AmTrust Center, P.O. Box 310719 • Boca Raton, FL 33431-0719 • Phone: 888.647.1050 or 954.858.1456

LAW OFFICES  
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SUITE 201  
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OCALA, FL 34474  
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FAX 352.401.9518

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PANAMA CITY, FL 32406  
904.784.2599  
FAX 850.7695461

[www.mcconnaughay.com](http://www.mcconnaughay.com)

PLEASE REPLY TO: JOS. 933-5565 (Miami)

PENSACOLA  
316 SOUTH BAYLEN STREET, SUITE 500  
POST OFFICE BOX U570 (32591)  
PENSACOLA, FL 32502-5999  
850.434.7122  
FAX 850.434.1924

SARASOTA  
6010 CATTLE CREEK ROAD, SUITE 102  
SARASOTA, FL 34232  
941.341.7603  
FAX 941.342.9143

TALLAHASSEE  
1709 HERMITAGE BOULEVARD  
SUITE 200  
POST OFFICE DRAWER 129 (JZ101-0229)  
TALLAHASSEE, FL 32308  
850.211.8111  
FAX 850.212.4359

November 15, 2013

Diane R Evans  
Sr. Claims Examiner Liability  
Broadspire - Dallas Branch  
PO Box 15351  
Lexington, Kentucky 40512

RE: Claims Investigation Agency

Dear Ms. Evans:

I am writing to you on behalf of Don Blair of Claims Investigation Agency. Don was recommended to me by an adjuster of one of my self-insured clients a couple of years ago. At that time, I needed surveillance on a claimant who was extremely difficult to locate and to obtain surveillance on. Indeed, two prior surveillance companies were unable to obtain footage. Don and his agency were able to locate and obtain extremely helpful footage of the claimant engaged in activities, she sworn said she could not. Needless to say, this was extremely helpful in achieving a favorable outcome on behalf of the insured.

Since that time, I have used Don Blair and his agency exclusively for my investigative needs. I have found him to be thorough, resourceful, creative, ethical, and extremely professional. As such, I whole heartedly recommend him and feel he will be a tremendous asset to Broadspire and its clients.

If you have any questions, please feel free to contact me at 305-933-5565.

Truly Yours,



SRS/aln

R. Schember



August 21, 2015

LETTER OF RECOMMENDATION REGARDING DON BLAIR

I have hired Don Blair as an investigator for the past 5-6 years. Mr. Blair has performed investigations, surveillance, service of process, location of witnesses, obtaining witness statements and other work. His work is impeccable and unparalleled. In my 33 years of practice, I have never encountered an investigator who performs such thorough and timely work.

Mr. Blair has performed services for several of my clients and they all love his work. Maybe the best service he provides is getting to work on an assignment immediately. When I say immediately, I mean it. There is not a second of delay. Mr. Blair immediately visits the site of an accident or claim. He preserves evidence, takes recorded statements of witnesses, obtains copies of all relevant documents and then provides a complete and detailed report.

I primarily hire him on negligence/tort cases, however, I also retain him sometimes in contract cases. He is especially adept at locating and finding witnesses who I did not think could be found. His questioning of witnesses is as good as that of a lawyer and he develops a great rapport with my clients, who trust him and his work.

I highly recommend you consider retaining Mr. Blair. I know that you will be happy with your decision. You are welcome to call me if you need any more information from me about him or his company.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Nader", is written over the typed name "George E. Nader".

George E. Nader