

YOUR NATIONWIDE PARTNER



Piecing it Together.

MERIDIAN
INVESTIGATIVE GROUP, INC.

Connecting To Your Business



Meridian Investigative Group, Inc. offers unrivaled service by utilizing highly qualified investigators and adjusters. You will be confident that our staff has the ability to handle your claims investigations from start to finish, while providing a superior service to our clients and the insurance industry.

All Meridian Investigative Group, Inc. employees utilize state-of-the-art technology (wireless internet, laptop computers, wireless spy cameras, high-end video cameras and lavalier microphones for recorded statements and EUO's) to complete real-time field investigations and adjustments while maintaining communications with our clients and field offices.

Investigative Services

- ▶ *Surveillance*
- ▶ *Surveillance 3-Day Special*
- ▶ *Activity Check*
- ▶ *Background Check*
- ▶ *Locate*
- ▶ *Standard Hourly Investigations*
- ▶ *Claimant Profile Report (CPR)*
- ▶ *Recorded Statements*
- ▶ *Video Examinations Under Oath*
- ▶ *Initial Contact Investigation*
- ▶ *Clinic Inspection*
- ▶ *Hospital Canvass*
- ▶ *Pharmacy Canvass*
- ▶ *Unmanned Surveillance*

Tailor Made

We offer a wide variety of services to help you achieve your goals. We can design service plans to fit your unique needs and requirements. Please contact your representative or call our corporate office so we can discuss your special needs and help you formulate a plan for success.

Risk Management

- ▶ *Multi-line Claims Administration*
- ▶ *Program Administration*
- ▶ *Online/On-site Training*
- ▶ *Online/On-site Training*
- ▶ *Loss Control*
- ▶ *Data Management*

**INVESTIGATIVE
SOLUTIONS
FOR YOUR BUSINESS NEEDS**

Unique Customer Experience

Our competitive advantage is our ability to hear our customers and apply what was learned to create their unique customer experience. This will be consistently duplicated and will solidify our commitment to you, our clients.

Meridian's distinctive presence will be accomplished through our attitude and behavior, which will set the tone for a positive encounter every time.

(800) 830-4022
www.migclaims.com

Our customer service representatives would be happy to assist you with your next assignment.



Claimant Profile Report (CPR_®)

CPR_® is a "Know Before You Go" tool designed to preserve your budget and allow you to spend it in a way that best serves the outcome of your claim. This premier service is widely used throughout the insurance industry as a cost effective investigative tool. Once the CPR_® is complete, you will be able to make a well informed decision in determining if surveillance is warranted. For more information go to www.migclaims.com.

Meridian CaseLink

Our CaseLink technology keeps you informed throughout the entire investigative process giving you direct access to:

- ▶ *Daily Video Updates*
- ▶ *Performance Metrics*
- ▶ *Claim Information*
- ▶ *Custom Website (not a prefabricated system)*
- ▶ *Investigative Timeline*
- ▶ *Online Case Management*
- ▶ *Database Research*

Our technology puts speed and efficiency at your fingertips:

- ▶ *Settlement of sensitive claims in a timely manner*
- ▶ *Identify and eliminate fraudulent claims*
- ▶ *Reduce indemnity dollars with rapid turnaround times*
- ▶ *Real-time case notes*
- ▶ *Electronic reporting*
- ▶ *Customized reports*
- ▶ *Electronic invoicing and reporting*
- ▶ *Access to Meridian's online resources*



Insurance

General Liability:	\$1,000,000
E & O:	\$3,000,000
Auto Liability:	\$1,000,000
Excess/Umbrella:	\$5,000,000
Workers' Comp:	\$1,000,000
Fidelity Bond:	\$1,000,000

Your Nationwide Partner

Meridian has a network of strategic partners that can handle investigations in states outside our main coverage area. Please contact your account representative if you have an assignment outside of our coverage area.



OUR MISSION

Our mission is to be a world-class provider of risk mitigation services by creating value for our customers and service partners through successful, results-oriented solutions that are delivered by highly committed, loyal employees.

We are committed to integrity, honesty and hard work. We are always mindful of our goal: to serve our valued clients with their best interests in mind.

The basis of competition, will be our ability to consistently bring quality investigations to the table, encapsulated by our systems and processes, which will afford us the greatest efficiency and management of our people. Nothing will be left to chance. Our purpose is to have a positive impact with our clients, always keeping their objective as our primary focus. Our technology will compliment our customer service, where Meridian will provide a unique experience for their customers, that our competitors will not be able to duplicate.



Corporate Headquarters:

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Saint Petersburg, Florida 33710

Toll Free: 800-830-4022

Fax: 800-392-0744

www.migclaims.com

INSURANCE

General Liability:	\$1,000,000
E & O:	\$3,000,000
Auto Liability:	\$1,000,000
Excess/Umbrella:	\$5,000,000
Workers' Comp:	\$1,000,000
Fidelity Bond:	\$1,000,000