

# Travelers Investigative Services

Do you want to conduct investigations to detect fraud on claims against the company, or provide investigative expertise to protect company assets?

**A career in Travelers Investigative Services may be perfect for you!**

Our Investigative Services team has the largest and most complete investigative unit in the industry. Composed of more than 250 trained professionals, each holding an advanced degree and/or industry-related certifications, our team works closely with our Claim colleagues to identify and investigate suspected fraudulent claims.

75% of our Investigative Services staff has law enforcement training, and 96% are field-based, dedicated to outside investigative work.

Travelers leads the fight against insurance fraud by observing a **zero-tolerance** policy toward fraud.

Our specialized units are organized into the following areas:

- Fire Investigation (O&C, M&O, subrogation)
- Prosecution
- Staff Counsel (support of litigation)
- Forensic Analysis (data mining, fraud trending)
- Specialty (Inland Marine, Cargo, Jewelers Block)
- Medical Investigation (provider related fraud)
- Surveillance

## PRIMARY DUTIES OF INVESTIGATOR

- Conducts investigations with a focus on thoroughness, quality, with attention to detail, timeliness and cost control
- Prepares and submits investigative reports covering all phases of the investigation in each case for approval
- Assists with the development and training of the claim staff in the detection of fraud
- Interprets and conveys highly technical information to others
- Applies rules of evidence; recognizes evidence and determines its value to specific claim, evidence collection and interpretation. Requires clear understanding of the rules of evidence
- Establishes and maintains liaison with public officials, law enforcement officers and others to obtain assistance in conducting investigations
- Knowledgeable about all applicable fraud statutes: local, state and federal to ensure duties and assignments are carried out within the requirements of applicable law and local office expectations
- High degree of integrity and confidentiality required handling information that is considered personal and confidential
- Customer Service and relationship/team building by maintaining contact during the course of investigations with company's claim services, Marketing and Underwriting colleagues, claimants, policyholders, agents, counterparts in other firms, external legal professionals, external medical professionals, financial institutions, government/regulatory agencies, potential customers and vendors and suppliers
- Develops network of resources within the community (e.g., local fraud bureaus, district attorneys offices, law enforcement agencies, insurance associations, professional associations, and community groups)
- May require intermittent overnight travel
- Works in a position where frequent exposure to noise, dirt, odors or where work may be performed in a confined or restricted area

## EDUCATION/COURSE OF STUDY

- Minimum 4-year college degree or equivalent law enforcement or claim experience
- Bilingual candidates encouraged to apply

## WORK EXPERIENCE

- Working-level knowledge of insurance and claim operations, commercial, personal, and Workers Compensation insurance products and litigation management
- Claim, legal or law enforcement background

## ADDITIONAL LEAD INVESTIGATOR REQUIRED QUALIFICATIONS, SKILLS AND COMPETENCIES

- Delegation, organization and follow-up skills. Ability to get work done through others
- Working knowledge of budgets and other fiscal responsibilities.
- Interviewing skills
- Analytical skills and ability to make deductions; logical and sequential thinker
- Computer literate; database and Internet proficient
- Knowledge of available resources (within Travelers as well as externally) to assist in investigations
- Conflict management skills to deal with crisis situations, hostile witnesses, etc.

To apply for a job with Travelers Investigative Services, visit the Careers section of [travelers.com](http://travelers.com) and look for Field SIU Investigator positions.

Leslie Gregor  
Senior Staffing Consultant  
(860) 954-8510  
[lgregor@travelers.com](mailto:lgregor@travelers.com)

Mark Vitello  
(508) 923-1843  
[mvitello@travelers.com](mailto:mvitello@travelers.com)

Or visit our website at  
[www.travelers.com](http://www.travelers.com)