

## Surveillance Information FAQ

This FAQ was written to address commonly asked questions about our Surveillance Services. If you have any questions after reading the FAQ contact us at [info@triadinvestigationsagency.com](mailto:info@triadinvestigationsagency.com) and we will respond promptly:

### **Q: What are your current surveillance rates?**

A: \$75 per hour. For holidays add 25 %

.45 cents per mile. Cost may fluctuate depend upon current fuel costs.

\$60 per hour for written reports otherwise they will be given verbally (optional)

\$15 evidence storage fee (optional)

\$40 affidavits attesting to investigation findings (optional)

We require a minimum of 6 hours on surveillance assignments due to operational costs and preparations required beforehand. The number of hours can be restricted by the Client as long as they fall within the minimum 6 hour requirement.

Note that if the individual resides or works in an urban area that is heavily populated (i.e. Dallas, Fort Worth, Arlington, etc...) where his travel will take him through heavy traffic congestion it may require the use of two or more investigators. Secondary investigators are billed at a reduced rate of \$60 per hour during weekdays and \$75 on weekends or holidays plus the standard hourly mileage rate.

### **Q: What experience and qualifications do you have for performing surveillance services?**

A: As of December 2015, we will have 23 years of experience working in the investigations industry and thousands of surveillances conducted, many pertaining to cheating spouses, child custody, personal injury, persons of special interest, etc...for individuals, corporations, attorneys, and government agencies.

We are licensed through the Private Security Bureau of the Texas Department of Public Safety with Private Investigator license number, A-10662. We are currently insured through El Dorado Insurance Agency, Inc.

### **Q: How soon will you be able to provide surveillance services?**

A: We generally need 24 hour notice so that we can examine the case and plan accordingly as well as ensure that our cameras and video recorders are fully charged. On some cases we can make exceptions particularly if an emergency is involved, however, we will need sufficient information to complete the task successfully.

Note that we require that a retainer is paid prior to commencing services.

### **Q: What can I expect from an investigation?**

A: Courteous and professional service though we may not be able answer phone calls if we are actively engaged on your surveillance.

Video footage either in digital media storage device such as a thumb drive or DVD or sent to your email or Dropbox at the conclusion of the investigation.

If requested, a written report detailing the Subject's movements (who he / she met with, the license plate number of that vehicle, title information on said vehicle which will list the name of the owner, their address, date registered, etc..., what he / she did with the other individual. The report is professional and appearance and will be in \*.pdf format or other type if needed. If the case pertains to a child custody case we will determine the current lifestyle of the custodial parent, who they are leaving the children with when they go out, who they are living with and background information on said individual pertaining to identification, criminal history, sex offender status, any outstanding warrants, prior relationships, or anything else that would impact the lifestyle or care of your children.

Note that we cannot guarantee that every surveillance will be successful due to forces beyond our control (i.e. weather / road / traffic conditions, Subject changes itinerary or displays unanticipated deceptive

behavior) however, we will utilize every tool that we have and draw upon the experience of approximately 20 years engaged in investigations activities. After reading this message please delete it (including the deleted file in the Trash folder) or print it out and put it in a safe place for reading later as the target of the investigation could have access to your email account without your knowledge..

**Q: What information or items do I need to provide you so that you can conduct the surveillance?**

A: For domestic cases (divorce, child custody, cheating spouses) we typically we need the following types of information so that we can be properly prepared before conducting the surveillance. This list is not absolute and there can be variations as to the types of information needed:

- Your contact information with a safe number and email address that we can contact you at
- Subject's full name and identifiers
- Physical description and photograph of the Subject noting any distinguishing features (such as a particular hairstyle, tattoos, moles, etc...)
- Subject's current address; if his / her location is currently unknown we can determine this information at additional cost.
- Type vehicle, color, and license plate number that the Subject will be driving as well as any identifying characteristics such as bumper stickers, unique color schemes, or damage to the vehicle.
- Attire worn by the Subject, if known
- Subject's place of employment
- Subject's work schedule and itinerary
- Suspected individuals that the Subject may be having an affair with and any information you may know about them
- Known hangouts such as favorite restaurants or bars that the Subject frequents
- If the surveillance pertains to a custody-related matter, we will need the following information:

Name, age, and physical description of the child

Attire of the children, if known

Daycare or school that they attend

Names and addresses of other caregivers such as nannies, grandparents, or other family members that the children may stay with

Schedule or itinerary

On personal injury cases, we will need the following additional information on the claimant:

- Identification \*
- Current address, if known \*
- Current employment, if known \*
- Detailed information pertaining to the alleged injury (date, employer, location, affected body part, etc...)
- Place of employment at time of accident / injury
- Names of witnesses, if any
- Medical treatment history / records, if available
- Name and address of treating physician or rehabilitation center and list of future scheduled office visits

\* if unknown we can determine this information at additional cost

**Q: Can you install a (GPS) tracking device on the vehicle?**

A: Not unless your name is on the title of the vehicle due to passage of the Texas Penal Code, Title 4, Chapter 16.06 on Sept. 1, 1999 which states that "a person commits an offense if the person knowingly installs an electronic or mechanical tracking device on a motor vehicle owned or leased by another person." It is a defense to prosecution if a licensed private investigator installs the device with written agreement given by the owner or lessee of the motor vehicle or pursuant to an order of or other authorization from a court to gather information.

As a general rule we usually advise that the client purchase and install the units themselves since they are relatively inexpensive, easy to install, and can be purchased online at websites like [www.amazon.com](http://www.amazon.com) or [www.brickhousesecurity.com](http://www.brickhousesecurity.com). You will need to purchase a GPS tracking unit that provides "real-time" data which typically costs in the \$150 and up ballpark range and require a monthly subscription plan that ranges

from \$19.95 to \$29.95 depending on how often you “ping” the server for location updates. You can usually cancel the subscription plans at any time with most GPS tracking services.  
The use of a GPS tracking device to develop intel on the Subject’s movements before conducting the surveillance greatly enhances the possibility of success on future surveillance efforts.

**Q: Can you obtain phone call logs or text message history to find out who my significant other is talking to?**

A: No. Pursuant to Texas Penal Code, Title 4, Chapter 16.02 it is an offense if “a person commits an offense if the person: (1) intentionally intercepts, endeavors to intercept, or procures another person to intercept or endeavor to intercept a wire, oral, or electronic communication”. However if you are an authorized user of the account or are paying the bill you may be able to procure access to “your own” records to obtain copies of them.

**Q: If my spouse is hiding bank or brokerage accounts can you find them?**

A: Yes and No.

Yes, If you are divorced and a judgment against your spouse for non-payment of child support we can conduct bank and brokerage account searches with permissible cause pursuant to the Gramm -Leach -Bliley Act / Financial Services Modernization Act of 1999.

No, If you do not have a judgment filed against your spouse we cannot conduct the searches as no permissible cause exists to conduct the searches.

**Q: Can you just conduct the surveillance and bill me later?**

A: Unfortunately no, unless you are a law firm, corporation, or government agency that has filled out and signed a service agreement form with us. 22 year of experience dealing with clients has taught us to collect a retainer or full payment of services up front before commencing services “the hard way”.

**Q: Can you meet me to discuss the case?**

A: We can if the case is complex and a large number of hours (generally 20 or more) are anticipated otherwise we prefer to discuss the case over the phone unless there are security concerns involved. The reason is simple. It is more cost effective and efficient and there is no drive time involved. If we meet with a client we charge an hourly consultation fee to cover our time and expenses. As a result we are there to consult with them and provide advice based on our past experience and training. The free 15 minute consultation pertains to phone call consultations only.