

## **DOMESTIC - DIVORCE - CHILD CUSTODY INVESTIGATION/ SURVEILLANCE FAQ**

### **Q: What investigative options are available to me?**

We offer both surveillance / undercover operations or provide assistance via **CONSULTATION SERVICES** to those with lower budgets to advise them on how to conduct their own investigations drawing on the knowledge and technological know-how of investigators with over 20 years of in-the-field experience.

### **Q: How do I begin the investigation process?**

Contact us via email at [info@triadinvestigationsagency.com](mailto:info@triadinvestigationsagency.com) to discuss your case. The investigator will need relevant information to your case such as photographs, residence and workplace addresses, license plate numbers, suspected persons or places that the Subject may be meeting at after hours, etc.. We ask that you refrain from venting your frustrations on the investigators that you discuss your case with as this type of information will not help us and the fact that we are not trained psychologists or psychiatrists even though we may have experience with a wide range of personality types. **We offer free 15 minute consultations in this regard to determine what the best options are for your particular situation. Note that any time beyond the 15 minute time period will be considered CONSULTATION SERVICES and billed at an hourly rate.**

After discussing your case with us, please erase all emails, texts, or phone numbers on your computers or cell phones. In view of the types of technology available to the public today, always assume that the Subject of the investigation could have access to your email account or cell phone, or could even be listening to your conversation even if it's on a cell phone. One indicator of spyware on a cell phone is a battery that drains faster than normal.. Do not forget to empty the "trash" folder on your phone and/or email account when finished as this is often overlooked.

We also advise keeping a journal detailing the dates and times and contents of your conversations with the Subject if you are going through a divorce or child custody case. This information may help the investigator work your case more effectively and be useful in court.

### **Q: What are the costs involved?**

Surveillance rates are \$75 per hour during weekdays and \$100 per hour on the weekends or holidays plus mileage at .45 per mile at the present time. If the Subject 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 heavily trafficked areas, 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 \$85 on weekends or holidays plus mileage at .45 per mile. Additional expenses may also be incurred such as toll fees, DVDs, and/or meals if the surveillance requires that the investigator enter a restaurant or bar to overhear / record the conversation or video using body-worn cameras or audio recording devices.

In all cases, a retainer is required which will be commensurate with the perceived budgetary outlay. We also offer consultation services at a rate of \$75 per hour if you need advice on how to proceed with the case yourself. Upon completion of the surveillance the full balance must be paid before we will release the investigative report.

We accept cash, money orders, or credit card payments via Paypal. We do not accept personal checks. We do not meet clients in person generally unless they are located in close proximity to our office. If we do meet with clients an hourly rate plus mileage are billed to discuss the case.

### **Q: Legal issues in domestic investigations (PLEASE READ)**

Note that our investigators must operate in a legal and professional manner and are NOT police officers. They cannot engage in the following actions:

- Enter into the residence of another individual that the Subject sees to obtain photographs or video footage (though we can photograph or take video footage if their windows are open).
- Plant audio or video recording devices unless they have the permission of the owner. Note that we cannot install said types of devices into apartments where the tenant has a reasonable right to the expectation of privacy.
- Install GPS tracking devices on a vehicle unless the owner authorizes it. Typically on divorce investigations one of the owners of the vehicle is the client and the other the Subject of the investigation which allows for the implantation of said types of devices, however, it will require that the investigator does so with the client present.

### **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 banking 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. Over 25 yrs 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.

**Q: What information do I need to provide to the investigators?**

The following types of information and supporting documentation is needed at the onset of the investigation for beneficial results. Do not worry if this information is unavailable, we can usually acquire it if needed, but there may be additional costs involved:

- Your contact information with a safe phone number that we can contact you at. Include preferable times that we may contact you at.
- The full name and identifiers of the Subject upon which surveillance is to be conducted.
- 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 be driving as well as any identifying characteristics such as bumper stickers, unique color schemes, or damage to the vehicle. If information is known about the type vehicle of the person that they are seeing this is helpful as well.
- Attire worn by the Subject, if known; this assists in picking them out of the crowd if needed.
- Suspected individuals that the Subject may be having an affair with and any information you may know about them.
- Itinerary of the Subject, if known.
- Known locations / hangouts that the Subject visits or will be visiting that you are aware of.

If the surveillance pertains to a custody-related matter, we will need the following information:

- Name, age, and physical description of the child OR photograph OR both

- The 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

**Q: What type of results can I expect?**

Typically on most domestic investigations, we determine the following types of information and acquire supporting video footage and/or still photographs:

- Documentation of intimate activity between the parties which may include video footage or still photographs. Note that we can only obtain footage of sexual activities if they engage in them in an open / public setting or the interior of a residence if permission is granted by the owner and covert video cameras are installed.
- Where they met, where they went, and how long they were at each location
- Identify who they met
- The address of the person they met
- A description and the license plate number of the vehicle that the person they met was driving
- Background information about the person they met which may or may not include employment, criminal history, if they are currently married or not, among other details.

**Q: What type of documentation will I receive upon conclusion of the case?**

You will receive a report, either verbally, in writing, or in electronic format which is comprised of the following information / evidence:

- Details 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.
- Video and/or photographic footage taken during the surveillance.

**Q: Do you guarantee results?**

No. Though we'd like to, we cannot guarantee that every surveillance will be successful due to unforeseen forces beyond our control such as weather, road / traffic conditions, or the Subject changing his itinerary or displaying unanticipated deceptive behavior, however, we will utilize every tool that we have and draw upon the experience of approximately 20 years engaged in investigation activities. What we can guarantee is that we will conduct the surveillance to the best of our abilities and be on-site ready to capture video footage and document his / her

activities which are beneficial to your interests if they engage in any illegal / illicit activities or marital dalliances.