



SERQA

INVESTIGATIONS & SURVEILLANCE



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About Us

Our Journey

SERQA Ltd is headquartered in Newbury, Berkshire from where its nationwide field force is managed centrally by a highly experienced team. Our trading history reaches back over 30 years, and we cherish an established reputation for providing cost efficient, dynamic surveillance and counter fraud services underpinned by superior customer service and data security protocols.

Our Commitment

Our Executive Leadership are unashamed bastions of upholding a results driven culture, adding value through know how and expertise. We comply and operating to a strict code of practice that ensures our reputation, and by extension that of our client, is never compromised.

SERQA makes a difference through its ability to uncover evidence that drives claim impact.

"Our expertise, field disciplines & team desire to deliver, creates unparalleled consistency"

Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 PI Code of Conduct

Systems Security

- ISO 9001 (Gold) Certified – externally audited
- ISO 27001 certified – externally audited
- ISO 14001 certified – externally audited
- BS7858 Employee Vetting
- BS102000 Sector Code of Conduct
- SERQA Code of Conduct – exceeds requirements of client and legislation



Surveillance

“Ensuring clients receive impactful and actionable evidence to manage the claim exposure effectively”

Surveillance Services

- Tailored Surveillance Services
 - Personal Injury
 - Income Protection
 - Medical Negligence
 - Fraud
- Fully flexible services
- Unrivalled sector expertise
 - Covert Control Systems
- Nationwide coverage
 - Fully employed personnel
- Intelligence led tasking
- Dedicated Case Manager
 - Experienced SPOC
- Client Portal instructing & reporting
- Fully risk assessed deployment

Unmanned Surveillance

- Risk-assessed deployment
- Intelligent Motion Activation
- 24/7 or pre-defined recording
- Third-party images redacted

Key Governance

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- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 Sector Code of Conduct

Systems Security

- Data encryption
- Mandatory Two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration testing
- Mandatory Cyber Security Training
- Remote Management & Monitoring



Intelligence Research

Tailored Services

- Intelligence Analysis
- Claimant Profiling
- Tracing
- Deep Internet Searches

Expertise

- Casualty
- Accident & Health
- Motor
- Travel
- Property
- Life

Service Excellence

- Sector OSINT experts
- In-house fully employed research personnel
- Impactful evidence delivered in succinct, accurate reports
- Dedicated Case Manager
- Client Portal instructing & reporting
- Developed search methodology
- Access to an array of databases

“Experts at uncovering information through ethical and proportionate means”

Key Governance

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- BS102000 PI Code of Conduct

Systems Security

- Data encryption
- Mandatory two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration tested



Claim & Fraud Investigations

Tailored Services

- Court-compliant statements'
- Telephone & video interviews
- Face-to-face interviews
- Field & Desktop Investigations
- Witness location
- Locus Analysis Photograph & Video

Expertise

- Casualty
- Accident & Health
- Motor
- Travel
- Property
- Life

Service Excellence

- Sector experts
- Nationwide coverage
- Fully employed personnel
- Intelligence led tasking
- Impactful evidence
- Dedicated Case Manager
- Client Portal instructing & reporting
- Risk-assessed deployment plan
- An extensive network of investigators

"We understand the complexities of uncovering factual circumstances "

Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 PI Code of Conduct

Systems Security

- Data encryption
- Mandatory two-factor Authentication (MFA)
- Distributed data hosting centres
- Penetration tested
- Mandatory Cyber Security Training
- Remote Management & Monitoring

Systems & Data Security

Data Security

The responsibility for holding sensitive personal data is a position we take very seriously and our attention to system security allows us to state with confidence that our client's interests are always protected. Established governance practices enables us to continually operate in a fully compliant environment and our history of ISO:27001, ISO:9001, ISO:14001 certifications and appropriate investment demonstrate the importance we place on this area of responsibility. Any current or future client can be assured that compliant, secure work practices are a key performance driver for our business

"Our systems infrastructure & data security protocols are market leading"


Key Governance

Continual investment in controls and compliance

- ISO 9001 (Gold) certified
- ISO 27001 certified
- ISO 14001 certified
- BS7858 Employee Vetting
- BS102000 PI Code of Conduct

Better

- Unrivalled sector expertise
- Intelligence led tasking
- Impactful meaningful evidence
- Client Portal
- Secure instructing & reporting
- Highest ethical standards
- Legally compliant framework
- Code of Practice "exceeds industry expectation"
- Fully Employed Personnel



Why Choose SERQA?

Our Values

Superior customer service underpinned by a high quality results-driven culture.

The Highest Standards

- ISO 9001 (Gold) Quality Management
- ISO 27001 Information Security
- ISO 4001 Environmental Management
- BS7858 Employee Vetting
- BS102000 Sector Code of Conduct

Unrivalled Expertise

- Surveillance & Investigations
- Claimant profiling
- Dedicated Case Manager
- 30 years sector experience

Continual Investment

- Our people
- Technology
- Data Security
- Compliance

“Our results-driven culture ensures impactful and actionable evidence to aid management of claim exposure effectively”

Trusted Partner

Integrity & Transparency

Client Portal

Efficient, Secure 24/7 ordering & evidence retrieval & sharing

Systems Security

- Data encryption
- Mandatory Two Factor Authentication (MFA).
- Distributed hosting centres
- Regular penetration testing
- Mandatory Cyber Security Training
- Remote Management & Monitoring

Surveillance

Experts

Results-driven

Quality

Assured