



TSI's Fire Investigators - On The Job

FOUR CONVICTED OF ARSON

TSI and an insurer have a program in place that during the silent hours and weekends when the insurer's call centre receives a large fire loss, TSI is immediately advised.

The insurer's call centre received a large fire loss on a long weekend. The call was received late in the evening and TSI was notified immediately. At the time of the call, the cause of the fire was not known. TSI were on site the following morning to commence an investigation.

The Office of the Fire Marshal classified the large loss, which was valued in the millions of dollars, as arson. Prior to the OFM classifying the fire, TSI had obtained detailed recorded statements from the insureds. The statements of the insureds became very important later on in the investigation, as the statements solidified the insureds' position at an early stage; therefore, they could not change their position at a later date.

Prior to TSI commencing a site inspection, the proper authorizations were obtained from the property owners. When the property was turned back to the insureds, a site inspection revealed additional evidence that was not seized by the police. This evidence was collected, marked and processed by TSI and turned over to the investigating police department. The evidence included marine flare caps and keys to the outbuilding that housed the gasoline used to ignite the fire.



Numerous neighbourhood inquiries were conducted, from which it was learned that a vehicle was observed in the immediate area at around the time of the fire. The driver of the vehicle had a very distinct tattoo. An advertisement was placed in the local newspaper to which the driver of the vehicle responded, under instructions from the person who hired him.

The advertisement also developed additional evidence on other fires the insureds had in the past with other insurers, which had all been classified as accidental and the claims paid.

As a result of TSI's investigation, four subjects were charged and convicted of arson related offences and are currently serving time.

Check out TSI's Services at
www.tsisolutionsinc.com

- **Property Losses**
 - Fire
 - Burglary, Theft and Mysterious Disappearance
 - Large Losses Throughout Ontario
- **Municipal Liability Losses**
 - Fire Police
- **Auto/ Personal Injury Losses**
 - AB/BI Investigations/Statement Taking
 - Low and High Impact Collision Reconstruction
 - e~EWS Early Warning System
 - Theft and Fire
- **Surveillance**
- **Forensic 3 -D Animations**
- **Training**
- **Claims Best Practices Consulting**

CHIMNEY CONSTRUCTED TOO CLOSE TO COMBUSTIBLE MATERIAL

TSI was requested to conduct an investigation into a fire loss of a large outbuilding. This outbuilding consisted of combination furnaces, which supplied heat not only to the swimming pool but also to the residence. The fire originated in the roof area of the outbuilding.

An inspection revealed that the chimney was constructed too close to combustible material. Over a period of time, pyrolysis developed and the combustible material caught fire. A cause and origin firm confirmed TSI's findings. This, in conjunction with several statements, resulted in the contractor being placed on notice.

As a result of TSI's investigation, the insurer for the contractor made an offer to the insurer of the outbuilding, which was accepted. The matter was settled between adjusters with no other expenses being incurred.



TROUBLE LIGHT TOO CLOSE TO COMBUSTIBLE MATERIAL

TSI was called to a large residential loss. The homeowner had just purchased the residence, which was approximately 70 years old, and had a home inspector complete an inspection of the residence. The home inspector stated in his report that the electrical system should be updated to the current Electrical Code.

Due to the age of the residence and the results of the home inspection report, the insurer wanted the electrical system updated to the current Electrical Code. The homeowner made arrangements to update not only the electrical system, but other renovations at the same time. The additional renovations were made to bring the residence up to the current Building Code. The insured advised that at the time of the fire, the electricians were the only contractors working on site.

TSI was notified of the fire loss during the evening hours on the day of the fire. TSI was on scene the following day. An inspection of the property showed that there was a combination of knob and tube and newly installed wiring in the home. The electricians were working to install the new electrical wiring through the entire residence.

A number of electrical wires were observed going into the attic through the man door opening in the second bedroom closet. The fire had originated in the attic, where the electricians have been recently installing the new wiring.

In a statement obtained from the electrician, it was learned that he placed a new wire into the light fixture in the master bedroom that morning; the old knob & tube wiring had been disconnected. He had installed a 14-2 wire from the switch to the light fixture in the master bedroom approximately one week prior to the loss.



While working in the attic, the electrician attached a trouble light to the rafters, which was placed too close to combustible material. The electrician advised that he was working in the attic when he observed smoke coming from the insulation. He did not see any flames in the area of the smoke. The electrician called 911 to report the fire, as the homeowner was at work.



Detailed statements were taken from the insured, electrician and other parties. Cause and origin investigators determined that this was an accidental fire. The cause of the fire was described as being a portable halogen lamp being placed too close to combustibles. Based on the evidence gathered from several lengthy interviews and further investigations, the insurer's legal counsel placed the electrical contractor on notice.

The insurer has now commenced a subrogation action against the electrician and this matter is still proceeding. The amount of damage to the residence was in excess of \$100,000.00. This matter is still before the courts.

WHAT ARE TSI'S SPECIAL SKILLS THAT HAVE PRODUCED THESE RESULTS?

1. Team Management Skills

- In conjunction with insurer select and assign members of the investigation team based on the special skills required for a cost effective investigation
- Statement taking
- Scene investigation & preservation of evidence by a Certified Fire & Explosion Investigator
- Prevention of spoliation of evidence

2. Team Experience

- Over 40 years combined fire investigation and management experience
- Over 500 fire investigations completed

3. Statement Taking

- Ability to ask detailed questions and interpret answers to rule out all reasonable possibilities of how the loss occurred
- Probing analytical logical questions using a disciplined plan including a checklist
- Experienced based intuitive approach that leads to knowing when to be persistent and when not to be
- Having the patience to allow silence to produce a more complete statement
- No preconceived notions or conclusions – the facts rule
- Validating answers with facts
- Testing and validating the police or other authorities facts and conclusions

4. Scene Investigation & Preservation Of Evidence

- Meticulous attention to detail and documentation
- Special skills attained in over 50 years combined law enforcement experience
- 30 years insurance company experience
- Insurance Institute training
- Ontario Fire College training

DEFACTO

TSI's Experts

Investigation

Lee Thistle: Former Peel Regional Police officer, having reached the rank of Detective. Recognized as a pioneer in fraud prevention in the insurance industry. While with the ICPB, awarded the Doug Hiron Memorial Award, in recognition for excellence in insurance fraud investigation. Accepted as an expert in court. Established and managed two successful internal insurer SIU's. Leads TSI's CIS unit. Specializes in large loss fires and is a Certified Fraud Examiner and Certified Fire and Explosion Investigator. Level I and Level II Fire Investigation certificates from the Ontario Fire College and a certificate from the University of Sherbrooke in electrical fire investigation.

Stan Swann: 23 years with the Royal Canadian Mounted Police, focusing on commercial crime. Managed Zurich Canada's Investigative Services Unit. Specializes in fidelity, property and municipal liability claims. Holds CIP designation, Certified Fraud Examiner and a Canadian Certified Fire Investigator, Level C.

Collision Reconstruction

Roy Buchanan: Level IV collision reconstructionist and forensic animator. Pioneer in forensic animation and developer of Recforms[®], collision reconstruction software used by police and engineers world-wide. 30 years experience, and 2,000+ reconstructions, including catastrophic mechanical failures. Considered the leading Canadian forensic animator. Accepted in court as an expert in collision reconstruction and forensic animation.

Who Is TSI?

In 1999, Jim Jasper, Mark Edwards and Lee Thistle, leaders in Canada in the Property & Casualty and Life & Health insurance industries in the creation of best claims practices, fraud control and legal management programs, came together to form *TSI Solutions Inc.*

TSI helps private and public insurers implement solutions to improve overall performance and efficiency and in particular, reduce unnecessary claims loss and expense leakage.

One of our primary objectives is to strengthen fraud recognition and investigation programs of insurers. Our investigative team includes CFEs, Certified Fire and Explosion Investigators and Level III and Level IV Collision Analysts and Reconstructionists.

We serve our customers not only through providing claims investigation support, but also through our various training programs and our claims best practices tool, "*TSI Claims Scorecard 1000*". This tool objectively and systemically identifies and prioritizes improvement opportunities and benchmarks claims and management practices against outside standards.

Dan Mills: Investigated hundreds of collisions and involved in more than 60 crash tests. Lead Collision Investigator for Transport Canada's Vehicle Safety Research Centre (Determine the effectiveness of Canadian Motor Vehicle Safety Standards). A graduate of Ryerson University, Bachelors of Technology, Survey Engineering. Completed numerous collision reconstruction training courses. Co-authored numerous peer reviewed papers, including Comparative Analysis of Low Speed Live Occupant Crash Test Results to Current Literature. Accepted by the Ontario courts and the Financial Services Commission of Ontario as a collision reconstruction expert.

Mechanical

Doug Lamb: A licensed appraiser and Class A Mechanic with 35 years in the automotive industry. An expert in brake system examinations, he is accepted as an expert witness by the Ontario Motor Vehicle Industry Council.

Surveillance

Anita Mann: 10+ years surveillance experience on disability insurance claims. Graduate Sheridan College Law and Security Administration program. Certificates in various surveillance training courses and in Criminal Intelligence Analysis and Crime Analysis Applications programs in the United States.

Rick Tower: 30 years Peel Regional Police. Experience in surveillance and freight security/escort.

Lee Thistle, C.O.O. Recognized as a pioneer and leader in fraud prevention and investigation in Canada, with more than 30 years' experience. Established two effective SIU's at 2 major P&C carriers. Leads TSI's Claims Investigation Support ("CIS") unit.

Mark Edwards, President. 30 years experience in the Life & Health and P&C industry as VP, General Counsel & Corporate Secretary, VP Claims, a Director of various companies and as a Consultant. A change and performance management leader in best practices claims and legal management.

Jim Jasper, Chairman & Treasurer. 40 years in the P&C industry in the US and Canada. A change management specialist with more than 130 General Management Consulting projects to the P&C industry.



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