

GLOBAL | INVESTIGATIONS

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Tracing Method Statement

We are prepared to accept trace instructions in a format of your choice or can provide you with instruction forms to submit to us.

Trace Instructions- Upon receipt, either by fax, post or e-mail, each trace instruction is logged on to our computer system and provided with a unique *Trace Request ID* number. The *Trace Request ID* may be used to locate the file for each case at any given time and also to provide updates on any cases that we are working on.

We will then select an appropriate agent to deal with each case based upon their expertise in any particular field, our agent will then action each case within a specific timescale, currently 20 days for *standard* traces, 24/48 hours for *express* traces or 6 hours for a *Supertrace*. Our agent will provide a detailed report for each case, which is then checked by our Trace Manager, and our administration department will forward the report to you along with an invoice in respect of successful traces. Negative reports will accompany your positive reports but will be provided on a free of charge basis.

We will tailor your own particular package to suit you, therefore we are able to adapt our methods depending on your requirements. For example, some of our clients prefer us to complete an entire batch of work prior to issuing the reports and invoice, many clients request that each case be dealt with individually and invoiced separately. It is this approach to business that really makes us different.