Profile of Services: Helping to recover and prevent loss

National Risk Management Group Ltd.
www.nrmg.ca
1-866-593-0016 Ext 101

Profile of Services

Private Investigations - Civil / Criminal / Fraud / Personal Injury / Workplace Investigations
Process Serving - Serving your legal documents where you need it
Loss Prevention / Security
Skip-tracing - Locating Individuals you need to locate

“Helping to recover and prevent loss”
Welcome

National Risk Management Group, Ltd. is a dynamic and innovative company seeking to help businesses and individuals alike reach their collective goals. We are licensed to provide Investigation & Security Services in both the Province of British Columbia & Alberta. Our collection agency and Bailiff services are only available in British Columbia. We are also members of the Private Investigation Association of BC.

Our vision is to provide the best possible service in loss recovery and prevention, and we provide a comprehensive range of professional services to make that vision a reality.

Through the expertise of our qualified professionals, we are proud to assist a wide range of clients from individuals to large corporations. With our services, clients can expect a decrease in losses.

We are excited to discuss how we can help you reach your goals.

National Risk Management Group Ltd.
www.nrmg.ca

Based in Beautiful British Columbia

Nothing in this magazine should be considered legal advice. National Risk Management Group Ltd. is not a law firm, and as such is unable to give such advice.
About Our Company

Our History

NRM Group has its roots as a skip-tracing agency. With twenty years experience backing the company, its tracing prowess is recognized worldwide. Our skilled team of tracers have found people in a variety of countries, such as the Cayman Islands, Kenya, the United Kingdom, the United States, and Indonesia. Due to high demand, NRM Group officially became a Private Investigation agency. The company’s other services include security, loss prevention, and more recently, debt collection and bailiff services through our sister company, NPL Credit Recovery.

NRM Group takes pride in getting the job done, and getting it done right the first time. Therefore, NRM Group ensures that its staff is accountable and efficient in the services they provide. NRM Group wants to provide a convenient experience for its clients; as such, NRM Group always strives to expand its services and licensure to serve as a one-stop shop.

Our Founder

In the early 90’s, NRM Group’s founder worked in various retail establishments as a highly successful retail loss prevention investigator; She has worked in high risk areas, such as Main & Hastings in Vancouver BC, observing and arresting shoplifters. She then went on to work as a researcher for Brian Brown and Associates in Langley.

In the mid 90’s, she worked in debt collections, where she found her true passion: skip-tracing. She started up in the industry of people locating, and has been providing this service for more than 20 years. Her people locating abilities quickly became recognized worldwide. Her profound ability to locate people around the globe created success in her skip-tracing.

In 2016, she applied for, and acquired her full PI License in British Columbia due to high client demand. Since then, she has been driven to deliver the best customer experience possible, expanding her company’s services to fit her client’s needs.

“Thank you for finding the location of Residence for the process server. They were able to complete the service just in time.”

“My Deep Gratitude for your diligent and speedy work. I will recommend your service to all.”

“Nothing but amazing when it came to locating people that needed to be served.”

“Thank you for the exceptional service. We truly appreciate the efforts you have made to help our client. Suffice it to say, we will be requesting your services again.

Again, thank you so very much!”

“We would not hesitate to refer their services to others.”
Types of Investigations

- Surveillance
- Witness Statements & Interviews
- Locate Missing Property
- Corporate & Domestic
- Missing Persons Location
- Fraud / Theft Investigations
- Personal Injury Investigations
- Workplace Injury Investigations
- Cyber Investigations
- Internal Investigations
- Human Rights Investigations
- Geriatric Abuse Investigations
- Parental Abduction Investigations
- Sexual Misconduct / Sexual Harassment Investigations
- Infidelity Investigations
- Child Custody Investigations
- Background Checks
- Intellectual Property Theft Investigations
- Assault Investigations
- Workplace Insurance Investigations
- And many more...

Why Hire a Private Investigator?

Many people are unaware of the benefits of hiring a licensed private investigator, or the services they provide. Private investigators offer a variety of services to assist you in the type of case you require.

Investigators have the training and experience to work each case efficiently and covertly. With this experience comes a variety of tools and resources the investigator has acquired throughout their career. Acting under your instruction, it is your decision whether the subject of an investigation needs to be notified or not. In situations where being discreet is required, one mistake can lead to delays, or failure of an investigation. Experienced investigators can prevent these delays or failures, potentially saving you extra costs, and stress.

Legal compliance is another benefit. A private investigator guarantees that their service remains in the confines of the law. There are limits as to what a civilian and private investigator can do; understanding these limits can help assure you that your case won’t be compromised by law enforcement.

Private investigation services are available both to the public and businesses alike. These services can aid in bringing families together, assisting law firms in civil or criminal lawsuits, discovering infidelity, and many other outcomes.

Hire a private investigator to take on your next case, and be confident it will remain discreet and professional. Navigate to our website below to see the services we offer, and how we can assist you.

http://www.nrmg.ca/investigations
Infidelity Investigations

There are many signs that someone is committing infidelity, including, but not limited to:

• They are spending more time on their phone and computer.
• The history on their devices is being deleted frequently.
• Your partner is coming home late, or at irregular times.
• They are becoming more or less affectionate.
• They are showering more often.
• They have a change in financial habits.

These signs are not immediate evidence that they are cheating on you, but are good indicators of the need to hire an investigator.

A private investigator’s services are completely confidential. Using a variety of methods and surveillance, they can provide you with both video and photo evidence of the results of the investigation.

Hire a private investigator today and get answers to your suspicions.

Missing Persons

In 2015, the RCMP announced that over 71,000 people have been reported missing in Canada. It is important to note, this is only those who have been reported missing.

The friends and family members of the missing person are often left devastated and seeking answers.

A private investigator can use their resources and techniques to increase the likelihood of finding a missing person.

In many situations, wrong doing may not be at play, sometimes we find that a missing person is simply running from a debt, avoiding legal action, or running away for personal reasons.

There are a variety of resources a private investigator may use in a missing persons case. They may find themselves interviewing witnesses, conducting surveillance, using advanced computer technology to track down information on the person, or even partnering with other PIs who might know something about the case.

Hire a private investigator and be sure you will get the dedication and time needed to investigate your loved one’s disappearance.

Corporate Investigations

Protecting your business from internal theft and loss

National Risk Management Group Ltd. offers a range of services designed to prevent and detect loss in our clients’ businesses.

Sometimes, surveillance systems are not enough. There is always a risk of incidences slipping through the cracks. Whether it be for an injury in the workplace, harassment investigations, or even looking into suspected theft of time, assets, or company property, a private investigator can work with you to uncover the truth.

Do you believe in the integrity of all your employees? Most individuals are good, hardworking people. However, there are those who take advantage of that trust.

Whether a business is aware of it or not, there is a high likelihood of internal shrink within their walls. While unfortunate, this is a situation that can be solved with the help of a private investigator.

According to the Retail Council of Canada, it is estimated that Canadian businesses have lost 1.4 billion dollars a year to internal theft.

Our investigators can go undercover, blending in with the employees of a company. This opens the possibility of uncovering time theft, substance abuse, theft of goods by employees, or harassment.

Do you suspect a spouse/partner is having an affair, or they are being unfaithful to you?

If you have a feeling that it is happening, more often than not, it is. However, there is no need to jump to conclusions. Hiring a private investigator gets you the answers BEFORE you confront your partner.

An investigator opens up access to unique tools, and skills that will help you verify your accusation of infidelity.

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Why Security?

Security is essential to your business in ensuring safety of your property and assets. Through experience, it is observed that employees are more efficient when they do not need to worry about their own safety. A security guard can act as a visible deterrent, minimizing the risks of property damage or theft of assets. If this deterrent is not enough to persuade someone to not commit wrong doing, our security professionals can apprehend the culprit, and recover any possible stolen goods.

Prevention of theft is not the only duty of a security professional. They routinely monitor the perimeter, assessing and reporting any security breaches or safety risks. This is proven to drastically increase the safety of the staff and patrons of the establishment. The diligence of a highly-trained security guard offers a sense of security and peace of mind to everyone in the location.

Uniformed Security

Our Uniformed Security Professionals act as a visible deterrent to would-be shoplifters. At times, all a client wants is someone to represent lawful authority on their private property. Our uniformed professionals can provide a variety of duties such as patrolling the private property, enforcing policies and procedures of the property owner, restricting entry to an area of the private property, investigate theft of items, and respond to calls pertaining to security at your location.

Loss Prevention

Our plain-clothed loss prevention professionals blend in with our client’s patrons. The purpose of this service is to prevent theft, recover assets, and to report any security issues to the client. Our professionals have the power to place a suspect under citizen’s arrest, after observing first hand the act of theft or misconduct. When necessary, our specialists are able to testify in court on the client’s behalf.

The advantage of using a trained loss prevention professional, is that it provides your staff more time to do their own jobs, while your store and its assets are protected by our highly trained specialists. If required, our specialists are able to conduct employee bag checks and investigate internal theft.

Mobile Patrol

Through our partners we are proud to offer our mobile patrol program.

Our mobile patrol and alarm response security professionals will be there when you need them to be. The response time is usually 10 minutes or less depending on the geographical area to which you are located.

This nightly service consists of one or more checks to ensure your assets are safe and secure. Are mobile patrol checks are completed at random, removing the ability to predict when we will be on the property. All entry points of your business are observed, as well as we check the property for any trespassers, or damage. Any unauthorized person(s) are removed immediately by our security professionals.

Our dedicated team of professionals will assist you when your alarm is sounding, and provide you mobile response when you require it.

Business Improvement Program

Our Business Improvement Program’s aim is to create a safe and comfortable experience in our community. Our security professionals can deter unwanted trespassers while minimizing property crime.

The Business Improvement Program encourages team work amongst local businesses. This enables us to provide the best, and most affordable, security solutions for your area. Utilizing this program will greatly reduce costs for each individual business owner. Help us protect your customers, assets, and employees by contacting us today.

Navigate to our website below, and inquire about how our security professionals can protect your business.
Loss Prevention vs. Uniformed Security
Which is better for your business? Licensed in BC & Alberta

There are two types of security guards an establishment can hire. Prior to diving into a security contract it is important to find the perfect fit for your business.

Loss Prevention Professional
A Loss Prevention Professional’s key role is to maximize profits by minimizing company losses. This is often executed through wearing clothing that disguises them as a customer. Undercover, the professional can investigate the common causes of shrink.

One of their primary duties is the investigation of customers who exhibit the signs of a shoplifter. There is the possibility of catching the shoplifter in the act, enabling the apprehension of the shoplifter.

When the Loss Prevention Professional is not monitoring customers, they are able to monitor employees and investigate possible acts of internal theft. Time theft, fraud, and internal theft can be equally as damaging to an establishment as harm from outside sources.

Uniformed Security Guard
A uniformed security guard’s primary role is to act as a visible deterrent, representing lawful authority. They maintain this by actively patrolling the property, and entry points, while assessing potential safety and security risks.

A security guard is often utilized to enforce the policies and procedures of an establishment, often conducting bag checks and restricting access to areas of a private property. Guards are still able to pursue theft while conducting their other duties, and answer security calls.

To figure out which of the two services you need, it is important to look at the positives and downsides of the two.

A Loss Prevention Professional is unable to present themselves as a visible deterrent, which means they aren’t able to prevent the theft until it is being committed. In contrast, with a security guard, they might not even commit the offence in the first place. One of the largest downsides to a uniformed security officer is that if something goes wrong, you will often not know until it is too late. Security Guards do not go to the same investigative lengths as a Loss Prevention Professional.

Find the best fit that works for your establishment: do you want a deterrent to stop some theft, an investigator who will maximize your profits, or both? Our team is able to help target what you need most.

Why NRM Group?

You may be asking yourself why NRM Group Ltd. should be handling all your security needs, and what sets us apart from other security companies.

Most security companies sum up the quality of their security professionals, and how they are the most physically fit. We take into consideration the job environment, the roles they might play, and which skills are best suited, then we choose the guard best suited for each and every job.

We are results driven, and track our guards’ progress as they go about their assigned tasks.

NRM Group Ltd.’s management has an impressive background in security, holding several times more arrests than days on the job. As a result of the experience they hold, our guards receive the best possible training and advice.

Our professionals come equipped with the tools and technology needed to provide exceptional value.

Value, quality, accountability, honesty, and respect are our focus, as we realize this is what builds our companies reputation helping us achieve our goals of expanding our services we can offer you.

With our repertoire of security programs we are able to offer, there is sure to be at least one that can work best for your business.
Skip-tracing is the art of locating someone who is being searched for, with a goal of re-establishing contact with the requesting party.

A skip-tracer's role is to compile and organize all available information on a skip, and conduct an investigation to obtain needed information on a skip, and conduct an investigation.

There are several types of information we locate:

1. **Place of Residence (POR)**: This is the current residence where the subject of the skip-trace is living, and we make sure that every file is located at a location that is able to be served. When necessary, we will obtain directions to more difficult to find locations.

2. **Place of Employment (POE)**: We attempt to locate the current employment of the subject of the skip-trace. This can open up the ability for garnishments of a debtor. We provide the name of the company, the location they work at, their position if possible, and contact information. When required, we will primarily focus on garnish-able employments.

3. **Place of Bank (POB)**: We obtain information on the current establishment and location the subject of the skip-trace is banking. This opens up the possibility of garnishments directly from their bank account. We never provide or attempt to obtain bank account numbers during the course of the work. You are provided the financial institution name, transit numbers, and addresses only. We will attempt to discover whether it is a joint account or not.

4. **Location of Assets**: Not to be confused with locating a specific asset such as a motor vehicle. A asset locate is the attempt to locate any hidden asset, funds, bank accounts, large purchases, and incomes that someone may be hiding. This is a complex investigation that is always done on a hourly basis. Hiring an investigation agency can greatly save costs, instead of paying a forensic accountant tens of thousands to track assets.

How is it Done?

There are a variety of methods involved in skip-tracing. A web of information is compiled from several resources, including previous acquaintances, public information, open source intelligence, databases, communication channels, and information provided from the requesting party. The skip-tracers next role is to organize this information, and find leads as to where the skip could be now. Through communication with friends, family, employers, acquaintances, and/or the debtors themselves, they are able to provide us with the up-to-date information that you require.

Consider National Risk Management Group Ltd. for your next skip-trace needs. With over 20 years experience in the industry, our methods are uncontested in success and efficiency. With a proven track record, we can offer the highest chance of results.

Utilize our professional services today, and you can remain confident your file is being worked on by the most experienced skip-tracers in the industry.

Types of Information we Locate

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What is Skip-T racing?

Skip-T racing is a method used to locate someone who is being searched for, with a goal of re-establishing contact with the requesting party. It involves compiling and organizing all available information on a skip, and conducting an investigation to obtain needed information on the subject of the skip-trace. The information gathered can provide leads as to where the skip could be now, and through communication with friends, family, employers, and acquaintances, they are able to provide the up-to-date information that you require.
Who uses Skip-Tracing, and why?

Many do not realize how often skip-trace services are required by both public and businesses.

Most people go their entire life without realizing this service could have benefited them. Businesses offering any type of lending or service, journalists, collection agencies, banks, and law firms find a constant need for its results. If you are looking for someone, you probably need skip-tracing services.

Skip-tracing is often used to:
- Locating witnesses
- Find a place where you are able to serve an individual
- Search for the whereabouts of a defendant to appear in court
- Locate people to conduct interviews
- Obtain contact information

Locate a debtor for collections, to increase the chances of repayment
- Find old friends, acquaintances, and family

NRM Group Ltd. takes great pride in the services we offer. Whether it is reuniting a mother and daughter who have not spoken in years, or finding a debtor who owes you for services rendered.

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Where Has NRM Group Ltd. Located People?

- Canada
- United States of America
- United Kingdom
- Phillipines
- Mexico
- Indonesia
- Cayman Islands
- India
- Kenya
- Japan

Skip-Tracing has no borders

Skip-Tracing Agency vs. Paid Databases

Want to maximize your results on bulk locate requests? As a skip-tracing agency with over twenty years experience, we have often been asked what is the difference between our services and services that offer access to paid information databases.

On the surface, paid information databases give the impression they are a cost effective, and efficient method of obtaining information on an individual. In reality, databases should only be used as one of the multiple utilities in a skip-tracers repertoire.

Often databases provide inaccurate information, capturing data that can be several years out of date. It is necessary to verify this information, however there is not a high likelihood of an individual verifying their information to the person looking for them.

Individuals that are often being looked for have no intentions of being found. In most instances we have located individuals at family or friends residences, where they are hiding themselves and their assets.

Databases unfortunately lack the human element required in an investigation. An experienced skip-trace team does not limit themselves to one resource when organizing information on a trace, and instead will combine a variety of resources to help conduct their investigation.

Additionally an agency can locate information such as a place of employment, and place of bank alongside a residence.

Hire a professional skip-trace agency to ensure you obtain high quality information on your locate requests.
When a file is listed with NRM Group Ltd. for Collections, it enables us to litigate all matters at a small claims level on behalf of the client (Maximum $35,000).

A debt collector has more motivation than a lawyer toward collecting a debt, as they make money when they collect. A lawyer makes money throughout the entire process, even if they prove unsuccessful.

NRM Group Ltd. will handle all the filing of documents for you, as well as any skip-tracing and process serving, minimizing the amount of attention needed from you for the collection.

Save on Lawyer Expenses

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Why Use a Third Party Agency?

In 2017, an IPSOS poll detailed that the average debt per Canadian is $8,539.50. With the average amount of debt per Canadian steadily increasing, it is becoming difficult for businesses to collect on their delinquent accounts while still focusing on regular company operations. This fact increases the need for businesses to utilize collection agencies. It is, after all, better to get something rather than nothing from overdue customers.

Using a third-party collections agency can prove advantageous in a variety of ways:

• Cost-effect, using an agency would eliminate extra staffing costs, telephone line costs, and save space
• Improves chance to recover debts you may have not collected otherwise
• New relationship with the borrower, bringing in a new perspective, while ignoring old grudges the borrower could have with the initial lender
• Debt collectors have a variety of tools designed for collecting efficiently

Avoid additional write-offs and hire a third-party collection agency to assist you with collecting on accounts.

NRM Group Ltd. offers services with a no collection no charge policy, meaning the only fees you are charged on a unsuccessful collection are the disbursements & legal fees.

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NPL Credit Recovery

We offer third-party collection and bailiff services through NPL Credit Recovery. We are licensed through Consumer Protection British Columbia.

Allow us to save you time and resources by submitting your account with us today.

http://www.nrmg.ca/collections
Bailiff Services

Through NPL Credit Recovery, we provide our bailiff services. In the Province of British Columbia, a bailiff’s role is the repossession of property/assets from a debtor. We only provide Bailiff & Collection Services in the Province of British Columbia.

Our bailiffs offer services for PPSA seizures, repairers lien seizures, and commercial rent distress. Big or small, the size of an asset is not an issue for our bailiffs. We will repossess any type machinery or vehicle, and it will be repossessed in an efficient and professional manner.

Please visit our website below for the appropriate forms and paperwork.

http://www.nrmg.ca/bailiff

Full Service Locating & Bailiff

One of National Risk Management Group Ltd.’s key advantages is the ability to utilize its other departments to assist in the processes required to locate the vehicle. After all, you can not repossess something if you do not know where it is.

Handling your file from start to finish, NRM Group Ltd. can skip-trace your file to locate their place of residence or employment, and conduct spot checks to ensure the vehicle is still there. Immediately upon locating the vehicle, we can send out our bailiffs and get the vehicle back into your possession.

Seize or Sue

When a debtor becomes delinquent on a loan, this often opens the possibility of garnishments or repossession of the asset. Unless it is a commercial account, you are usually forced to chose which of these two routes you want to pursue.

Seizing is often the quickest and easiest way to recover money owing on a debt; however, often you can not collect the full amount, due to depreciation of the asset.

Suing can be far more complicated. This could require multiple attempts of locating the subject, if they are skipping town to avoid the debt. This could also lead to a longer duration of time before collection efforts are successful.
Process Serving

What is Process Serving?
Process serving is the pickup and drop off of legal documents. A process server's main roles are filing court papers, picking up documents, and serving legal documents to individuals requiring service. Jurisdictions have different rulings on what a suitable process serve is. Hiring a process server assures that all laws are followed, and a serve is completed correctly. If a court is unsure if an individual got served, they may be limited to creating a ruling on the case. After a successful serve, the process server fills out an affidavit of service, detailing the events.

Why Use a Professional for Process Serving?
Almost anyone can deliver legal documents to an individual needing service, however, there are many reasons to use a professional when requiring service.
- At NRM Group Ltd. we have access to a large network of process servers, meaning we can serve someone almost anywhere in Canada.
- A process server has no ties to the family or to friends, allowing us to act as a third party, avoiding any unnecessary emotions or conflict.
- All serves are backed with evidence of its happening, preventing denial of being served.

Submit a request for service today at the link provided, and be confident NRM Group Ltd. will complete your serve with efficiency and speed.

Process Serving Hard to Find Individuals
Most people do not enjoy being served, and quite often will actively avoid service by any extent possible. At National Risk Management Group Ltd. we provide the services needed to locate difficult to find individuals, and serve them the required papers. Our professional skip-trace team can locate the subject at their place of residence or place of employment. Upon knowing the information collected by our skip-trace department, our process servers can find when is most efficient to serve the subject.

Supervised Access

Program Information
When parents separate or divorce, visits with the children may be difficult. Parents may prefer, or the Court may order, that a neutral third party oversees visits with children. In other situations, exchanges or visits are problematic, and supervision of the exchanges may be preferred (or Court ordered) to allow for a safer, less stressful experience for the children and their parents.

The supervised access program provides a safe, neutral, and child-focused setting for children to visit with their non-custodial parent. All visits and exchanges take place under the supervision of trained staff and volunteers. Our job is to ensure that the visit is safe for the child(ren). We can hear what is said and write a brief, neutral summary of the visit. We will intervene when comments are made that contravene our program guidelines.

For additional information please visit our website.

Wait List
The current wait time for the Supervised Access Program is one month from the date that both applications from the custodial and non-custodial applicants are received.

Applicants on the wait list will be offered an intake interview in the order in which they applied.

Intake Process
Once both parents/guardians have submitted an application for service and a time for visits becomes available, the program coordinator will call each parent/guardian to schedule a separate intake interview.

During the intake interview, the program coordinator will review your application with you, explain the program guidelines and procedures to you, and collect relevant information about your family history. You will also be asked to sign consents for obtaining and releasing information. The intake usually takes about an hour.

After your intake interview, you will be offered the next available time slot that works for your schedule. The custodial party will bring the child(ren) to an orientation visit at the Supervised Access Center prior to visits starting. The orientation is an opportunity for the child(ren) to learn more about our program and have their questions answered.