

Recorded Statement and Interview guideline

Telephone Interview

This is (your name). Today's date is (date), and the time is (time). I am interviewing (interviewee's name) regarding a (type of loss) which occurred on (date of loss). I am calling from telephone number (telephone number) and (interviewee's name) is speaking from telephone number (interviewee's telephone number).

Person to Person

This is (your name). Today's date is (date) and the time is (time). I am interviewing (interviewee's name) regarding a (type of loss) which occurred on (date of loss). This interview is being held at (location of interview). Permission Mr./Ms. (interviewee's name) do you realize I am now recording this interview? (obtain affirmative reply) Do I have your permission to record this interview? (obtain affirmative reply)

This section is a guide for obtaining the following statements: auto accident, police officer interview, late notice, auto theft, eyewitness interview, uninsured motorist and permissive use of the insured vehicle.

Personal Data

Full name (spell last name)
Current address
How long at this address?
Home phone number
Date of birth
Social security number
Marital status (spouse's name)
Other dependents in household (name and age)
Employer Address and phone number
Occupation
How long employed
Wages (if pertinent to the claim)
Other employment

Auto Theft Description

What was the date and time of loss?
Location of theft
Reason vehicle was at location
What time did you park vehicle?
When did you notice vehicle missing?
Were doors locked or unlocked?
Names of people with keys to vehicle
How many sets of keys are there?
Are all key sets accounted for?
When were police notified?

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Department and officer's name If not notified, why?

Name of possible thief, why?

How did insured get home from theft location?

If the theft occurred in a parking garage, did the insured entrust the keys to the valet?

If no valet parking, was a watchman on duty?

Vehicle Description

Year, make, model Style (coupe, sedan, fastback)

Vehicle Identification Number (V.I.N.)

Color (exterior)

License plate number/state of issuance

Engine size (include number of cylinders)

Auto/standard transmission

Mileage

Tires

Brand name

Steel belt/radial type

Wheels Size

Manufacturer's name

Original purchase price

Which of the following equipment:

Power steering

Power brakes

Power windows

Power seats

Tinted windows

Air conditioning

Cruise control

Stereo

Manufacturer's name

Special options

Make and model of speakers

Original purchase price

Location of stereo (in dash or under dash)

Any other customized equipment Identifiable marks and non-repaired damage

Homeowner Theft

Location of loss

Address if known

City and state

Evidence of forcible entry

Doors and windows locked

Alarm, if any, activated

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Where on premises was property stolen?

Last person to see stolen items

Description of insured's residence

Age of building

Type of construction

Residence vacant or unoccupied

How was loss discovered?

Who discovered loss?

Date of loss

Time of loss

Last person to leave or secure premises

Whereabouts of family members

Prior to, during and after loss

How was entry made

Damage to dwelling

Cost of repairs

Name of repair person

Police report

Report number

Name of department

Date and time called

Comments by police

Is anyone suspected?

Who and why?

Police suspects

Payments on any of the stolen items

Name

Balance

Payments current

Any items carry insurance or warranty contracts?

Name all property taken including Make, model and size

Style and serial number

Where and when item purchased

Original cost

When item last used

Receipts or documentation

Appraisal price

Location of item when stolen

Any recent thefts in neighborhood

Any other insurance on dwelling and contents?

Name and policy number of previous carrier

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Any previous theft losses? (elaborate)

Ever been cancelled by an insurance company? (elaborate)

Scene

Location of loss

Residential, commercial or rural

Nearest intersection

Posted speed limit

Weather

Visibility

Road conditions: wet, dry, icy or slick

Windshield wipers: needed or used

Headlights: needed or used

Type of intersection

Traffic controls

Names of streets, number of lanes

Describe dividing lines (solid yellow, etc)

Amount of traffic, heavy or light

Obstructions to vision

Parking allowed on street any parked cars

Road straight, curved or hilly

Widths of streets

Any road construction

Concluding the statement

Is there any additional information you would like to add?

Have you understood all of my questions?

Have all of your answers been true and correct to the best of your knowledge?

Did I record this conversation with your permission?

Thank you, and with your permission, I will turn off the recorder. (obtain affirmative reply)

Handling Interruptions

At a point of interruption, the following statement should be made:

I need to stop the tape for one moment, (interviewee's name) do I have your permission to turn off the tape recorder? (obtain affirmative reply)

If interview is to be resumed then continue by stating:

This is (your name) continuing the conversation with (interviewee's name) concerning the incident of (date of loss). (interviewee's name) have we discussed this matter while the tape recorder was turned off? (obtain negative reply)

Do I have your permission to continue the interview? (obtain affirmative reply)