



QuestGates Careers and Vacancies

JOB TITLE: Fraud Investigator

DIVISION: Claims Management

OFFICE: Remote

We are looking to recruit a Fraud Investigator to join our QG Validations team, working closely and collaboratively with our QGLaw division on a regular basis.

We are seeking an experienced, highly motivated and detail-oriented individual to join our Motor Fraud Investigations team. You will be responsible for detecting, investigating, and preventing fraudulent insurance claims, working closely with internal departments, external agencies, and law enforcement.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

Key Skills:

- Excellent degree of knowledge of Complex Motor Fraud related claims and principles
- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Strong analytical and investigative skills with the ability to assess complex information
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to work independently and manage multiple cases simultaneously
- Previous experience in Complex motor fraud investigations, law enforcement, or related field
- At least 1 years' experience in conducting face to face interviews and detailed statement taking

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times



- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To deal with complex fraud investigation instructions arising from motor theft, motor insurance claims and GAP insurance claims, including staged and contrived accidents; organised insurance fraud and policy fraud
- To gather, analyse, and interpret evidence from various sources, including claim files, databases, surveillance, and social media
- To carry out detailed interviews of policyholders, claimants, witnesses, and other relevant parties to establish facts. These will be conducted by recorded video, such as via Microsoft Teams and/or Zoom
- To work collaboratively with claims teams, legal counsel, and external investigators to ensure cases are handled efficiently and effectively
- To prepare detailed investigation reports, detailed court compliant statements and provide full recommendations on claim validity
- To represent the company in legal proceedings, depositions, and court cases when necessary
- To stay updated on fraud trends, regulatory requirements, and best practices in insurance fraud investigation
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans



Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.

Closing Date for Applications:

Close of business on Friday 8th August 2025.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.