



## INVESTIGATIONS & REPORTING

Forensic Engineering  
Insurance Industry Experts



## Facilitating reduced claim lifecycles

1300 INTRAX

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[www.intrax.com.au/forensic](http://www.intrax.com.au/forensic)

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-  Civil
-  Forensic
-  Housing
-  Structural
-  Surveying
-  Laboratory
-  Geotechnical
-  Building Services

# Intrax is an innovative end-to-end engineering and field services provider which delivers a holistic approach and outstanding outcomes in the insurance industry across the country.

As a true end-to-end service provider, Intrax sets itself apart by providing a 'one-stop-shop' for our insurance clients. Drawing technical expertise and experience from all six of our disciplines, Intrax is a cost-effective avenue for claims management providers, who would otherwise exhaust funds utilising multiple service providers for different services.

## Vision

To be the leader in the provision of engineering and consulting solutions for the built environment throughout Australia.

## Mission

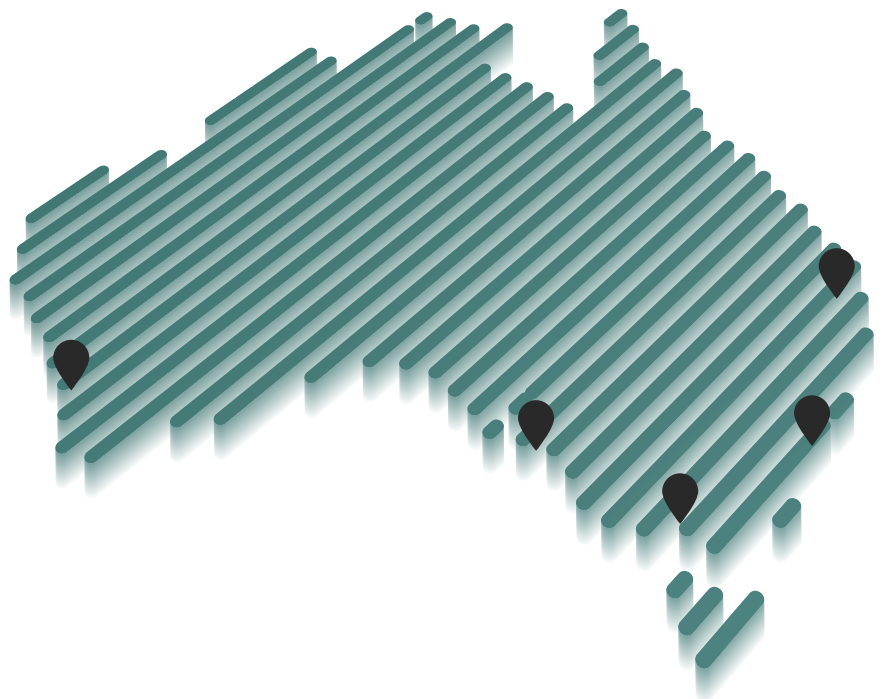
To deliver value to our customers through creative, timely solutions and inspire our employee to grow and create.

## Values

PERFORMANCE  
INNOVATION  
RESPECT, LEADERSHIP  
& UNDERSTANDING

## Our Locations

We operate nationwide with 11 offices across Australia and over 300 consultants, engineers, surveyors and designers, in areas such as civil, structural, geotechnical, survey, building services, as well as forensic engineering services.



# Our 3 Performance Commitments

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## Timeliness

Unbeatable communication and report turnaround.



## Consistency

Utilising innovative report templates, skilled and trained professionals for reporting, and undergoing rigorous internal review prior to any report being issued.



## Integrity

Independent, indisputable reporting from experienced professionals with definitive outcomes, enabling reduced claim lifecycles and better customer satisfaction.

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***Our point of difference is our ability to shorten claim lifespan, provide cost advantages and consistent performance.***





# Forensic Engineering Capability & Expertise

At Intrax, we communicate with our clients and understand our client's needs. We consistently work to exceed their expectations, with clear and definitive conclusions in our reporting. Our team of Forensic Engineers are committed to going above and beyond to ensure the best outcome for our clients.

Intrax's Forensic Department are experts in the independent assessment of structural failures and specialise in the investigation and reporting of distressed buildings and structures.

Our professional forensic engineering services are utilised by Insurers, Loss Adjusters, Claims Managers, Insurance Builders, Strata Owners, Government Departments, Lawyers, Asset Owners and Financial Institutions.

Intrax offer consistent and reliable forensic engineering services to the insurance industry and are keen to be the service provider of choice.

## The Forensic Engineer Engagement and Delivery Process

- 1 New Work Order submitted to [forensicorders@intrax.com.au](mailto:forensicorders@intrax.com.au)
- 2 Forensic Engineer makes contact with the Insured and site inspection arranged
- 3 Site inspection date and time communicated to the client
- 4 Site Inspection conducted by Forensic Engineer, where all evidence and supporting documentation is obtained
- 5 Preparation of Causation and/or Scope of Works Report, upon review of all documentation in-hand
- 6 Comprehensive Report and invoice submission to client.

# Our Product Deliverables

## CAUSATION REPORT

Structure, explicitly commenting on whether the damage was caused or contributed to by an 'Event'. The production of a Causation Report generally necessitates a forensic site investigation, a floor or brick course level survey and a review of documentation and background information. Causation investigations and reports for insurance claims our team perform include:

- **Building Movement**
- **Footing and Pavement Cracking**
- **Water Infiltration**
- **Roof Sagging**
- **Rotated Retaining Walls**
- **Earthquake Damage**
- **Vibration Damage**
- **Swimming Pool Deformations**

## SCOPE OF WORKS REPORT

Contains rectification requirements for the reinstatement of a damaged building or structure, (as caused by an 'Event'), including engineering design and documentation, specifications, and drawings. The production of a Scope of Works Report necessitates a site inspection (including site measurements), detailed drafting and a review of background information and technical documentation. Scope of Works Reports for insurance claims our team perform include:

- **Wind Storm Events**
- **Rain Storm Events**
- **Flood Events**
- **Vehicle Impact Events**
- **Tree Impact Events**
- **Fire Events**
- **Hail Events**
- **Malicious/Accidental Events**

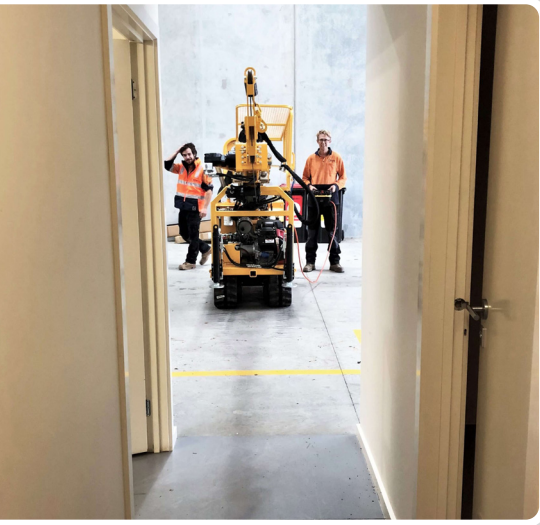


## SUPPLEMENTARY REPORT

Contains commentary on the findings of further investigations undertaken, along with results and/or analysis, and how these findings relate or otherwise to the cause of damage. The production of a Supplementary Report generally necessitates a review of results or findings from testing undertaken. Intrax draw on the expertise of other internal Departments to conduct further site investigations, ultimately determining the root cause of damage.

# Supporting Services

As a true end-to-end service provider, Intrax provides multiple services to complement all forensic necessities.



## Geotechnical

Conduct comprehensive field investigations to support proximate cause of damage. Soil samples are taken to our NATA accredited laboratories for analysis and geotechnical reporting is in harmony with our in-house forensic engineers.

- **Bore Holes and Test Pits**
- **Groundwater Table Monitoring Well Installation**
- **Contamination Testing**
- **Footing Probes**
- **Moisture Testing**



## Surveying

Experienced registered surveyors capable of performing detailed assessments of damaged structures, accurately documenting the post-event condition of structures.

- **Scanning and Drone Surveys**
- **Deformation and Monitoring Surveys**
- **Traditional Detail Surveys in 2D or 3D**
- **Point Cloud Technology**



## Structural

Working in sync with our forensic engineers to design and document the remedial measures needed to rectify damage caused by events or reconstruct a damaged structure in its entirety to its pre-event condition.

- **Engineering Design and Drafting**
- **Remediation of Residential, Commercial and Industrial Buildings**
- **Remediation of Jetties and Dams**
- **Remediation of Heritage Buildings**



## Civil

Generating Value by Solving a Range of Technical Problems.

- Flood Reports
- Stormwater and Drainage Resign (On-Site Stormwater Detention)
- Retaining Wall Design



## Building Services

Broad Expertise for a Range of Applications.

- Electrical, Hydraulic, Mechanical and Fire Consultants



## Client Testimonials

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*“Today was the first report I have read from Intrax and I must say without doubt the most comprehensive and professional report I have read in 25 years of construction.*

*Not only is it a pleasure speaking with yourself and your team by then providing this level of professionalism in your site investigations / findings the sole cause as to why your team will set new minimum levels of industry standards.*

*Couldn't be more thankful. Outstanding to see I have a preferred engineer.”*

[Allan Stonham, Assessor - Claim Central]

“

*“I have worked with Intrax on many complex projects over the years and have found their reports and ongoing service to be of the highest standards, I could not recommend Intrax highly enough.”*

[Sarah Campbell, External Loss Adjuster - Sedgwick]



**Intrax is proud to be affiliated with the following professional bodies.**



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Dulwich, SA 5065

Level 4, 469 La Trobe St,  
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Suite 2, Level 13, 44 Market  
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