

Recorded Statement Preparation Guide

A pre-interview guide for claims and SIU professionals. Use it to organize the objective, chronology, question map, and follow-up leads before a recorded statement begins.

A strong recorded statement is structured enough to develop the facts - and neutral enough to let the facts change the investigation.

1. Define the purpose before the recording starts

☐**Specific investigative objective identified**

State the factual question the statement is intended to help answer.

☐**Claim decision connected to the objective**

Identify what decision may be informed by the interview without predetermining the outcome.

☐**Scope and authority confirmed**

Confirm the interview is appropriate under applicable policy, representation status, jurisdictional rules, and assignment authority.

☐**Participants and recording expectations confirmed**

Know who will participate, how the interview will be documented, and any required advisements or permissions.

2. Build the chronology and identify the fact gaps

☐**Anchor dates and events listed**

Prepare the known timeline: alleged event, notice, work status, treatment milestones, witnesses, and other material events.

☐**Source documents reviewed**

Review the referral, prior statements, employer records, available reports, and other relevant material before drafting questions.

☐**Conflicts or missing facts isolated**

Write down the points that need clarification rather than relying on memory during the interview.

☐**Known facts separated from assumptions**

Do not frame disputed or unverified information as established fact.

3. Prepare the question architecture

☐**Open narrative comes first**

Allow the interviewee to explain the event or issue in their own words before narrowing the questions.

☐**Mechanism, date, time, place, and sequence covered**

Develop the basic factual framework in a neutral, chronological way.

☐**Work duties and employment context developed when relevant**

Clarify job duties, assignments, supervision, schedule, reporting structure, and work activities tied to the investigative issue.

☐**Notice and reporting timeline developed**

Identify when, how, and to whom material facts were reported.

☐**Witnesses, documents, and other leads requested**

Ask who else has direct knowledge and what records, messages, photos, or documents may corroborate the account.

☐**Material limitations or representations clarified**

When relevant and authorized, identify the exact representation being made and the time period it covers.

4. Interview quality controls

☐**Use neutral language**

Ask for facts rather than arguing a theory or signaling the desired answer.

☐**One material fact at a time**

Break compound questions into smaller questions so the response is clear.

☐**Distinguish direct knowledge from estimate or hearsay**

Clarify whether the person saw, heard, was told, inferred, or is estimating.

☐**Clarify vague terms**

Words such as always, never, heavy, often, severe, and unable should be defined with examples when material.

☐**Develop names, locations, and identifiers for follow-up**

Turn vague leads into usable investigative information without collecting unnecessary PII.

☐**Close with corrections and additional information**

Give the interviewee an opportunity to clarify, correct, add witnesses, or identify documents not yet discussed.

5. Post-statement action check

Unanswered questions documented
List what remains unresolved immediately after the interview.

Corroboration leads identified
Separate leads that can be verified through records, witnesses, open-source research, or other lawful investigation.

Material inconsistencies require verification - not assumption
Treat inconsistencies as investigative questions, not proof of intent or wrongdoing.

Next step is tied to the remaining fact gap
Recommend follow-up only when it is likely to answer a defined question.

Primary interview objective:

The facts that must be clarified:

Most important corroboration leads developed:

Recommended follow-up after the statement:

Professional-use note. This worksheet is educational decision support, not legal advice, a fraud determination, or a substitute for carrier procedures, jurisdictional requirements, or professional judgment. Do not include unnecessary PII when using or sharing this worksheet.