

PRIVATE INVESTIGATOR SPECIALIZING IN **LOST AND STOLEN PETS**

Joining
Professional
Organizations:
An Investigative
WIN-WIN

Leveraging
Associations to
Conduct
International
Investigations

The Dark
Intersection of
Online Scams and
Human Trafficking

Why Business Owners &
Attorneys Should Utilize
Private Investigators



Terry and Cheryl Laflin Of LAFLIN INVESTIGATIVE GROUP

Laflin Investigative Group is a full-service investigative agency. Small by design in order to better serve clients but experienced enough to handle even the most complex cases. They pride themselves on providing innovative solutions for their clients. The company was formed in 2000 by Terry and Cheryl Laflin. Terry is a retired municipal police officer and Cheryl is a former quality manager for a large industrial distribution company with a background in accounting.

Terry and Cheryl have two different background specialties which they merged to form a successful agency, providing quality investigative services for corporations, law firms and individuals.

Terry retired at the rank of Assistant Chief with the Owasso Police Department, but the majority of his law enforcement career was spent as a Detective Sergeant, managing criminal case loads in all crime categories. Terry has a passion and a knack for investigations and has devoted over 35 years to all facets of criminal and civil investigations.

Upon obtaining an associate's degree in police science, Terry was hired as the youngest police officer in the history of the agency at the age of twenty. During his tenure in the police department, Terry spent more years as a detective than he did in the field as a uniformed officer. Over the years, he developed his investigative skills, not realizing that he would someday own and operate a private investigative agency that has become well known in the legal community.

Terry is a graduate of the FBI National Academy in Quantico, Virginia (171st Session). He also holds a bachelor's degree in the management of human resources which proves to be very helpful when assisting clients dealing with employee-related issues.

While in the police department, Terry became an assessor for the Commission on Accreditation for Law Enforcement Agencies (CALEA). He received his assessor training in Edmonton, Alberta, Canada and traveled nationwide performing law enforcement agency assessments to determine agency compliance with national accreditation standards.

He was later hired as a consultant with the Tulsa County Sheriff's Office Management Support Unit. While there, Terry assisted in developing agency policy and procedures in compliance with nationally recognized accreditation standards. The agency ultimately became an accredited agency at a national conference in Cincinnati, Ohio.

Terry also volunteered his time as a reserve deputy with the sheriff's office and helped develop the initial courthouse security plan which has evolved over the years but still contains many of the same key components.

Terry went on to conduct background investigations for the Nuclear Regulatory Commission through a government contractor. While doing this, Terry began working as a private investigator with a long-established private investigator in Tulsa. He worked with this investigator for several years, learning the civilian and business side of investigations before breaking out on his own and forming his own agency.

When Cheryl was laid off from her job in 2008 as a quality manager after 20 years with a major industrial distribution company, Terry and Cheryl decided they would join together in business. Since that time, they have built a well-known and respected private investigative agency.

Cheryl is the office manager for the business. Terry lovingly refers to her as "The Chairwoman." She handles all of the invoicing, file management, taxes, and IT problem solving. In addition, she manages the process service part of the business, maintaining the database, managing deadlines, and coordinating process servers locally, statewide, and across the nation. She also assists with case evaluations, spreadsheets, and timelines.

She has a background in accounting, is very detail oriented, and her background as a quality manager is extremely helpful in analyzing situations in order



to provide innovative and cost-effective solutions for clients.

Terry and Cheryl are active in their local church. Terry is a deacon in the church and teaches a Sunday school class, while Cheryl teaches several Precepts classes. Both have been chairs of several church committees. They enjoy spending time with their family. Terry enjoys golf while Cheryl enjoys gardening and cooking. Terry and Cheryl reference the 12th chapter of the book of Luke which says that to whom much is given, much is required. They say they have been blessed in business, and in their personal lives, and believe that they should use their talents, skills, and abilities to help others.

What is unique about you as a PI?

With his investigative background in both the public and private sector, Terry maintains relationships with valuable contacts and resources that can be called upon to aid in getting needed answers for clients. One unique aspect of Cheryl's background was her contribution in helping to develop a customer relations program on listening skills. Modeled after a training program for crisis hotline workers, she was part of a team that developed and delivered a training program to teach customer service workers how to effectively communicate and resolve situations where emotions and stakes are high. Completion of the crisis hotline training was a requirement for those who were selected to work on the development team. The skills Cheryl developed during that time have been invaluable in many aspects of her life, including personal and business.

Terry and Cheryl pride themselves on being honest with their clients and providing innovative solutions at a fair price.

What are your investigative specialties?

Internal theft/fraud, witness interviews/locates, surveillance, civil litigation, insurance fraud/workers comp, and divorce/child custody.

One does not need a law enforcement background to be a good private investigator, but it does help. Terry has put his years of experience to work in the private sector, helping clients get the answers they need for a more successful



Cheryl and Terry review a case for a report prep.

multiple computers by an employee. The computers stolen contained sensitive client data that could have been catastrophic to the company had the computers and data not been retrieved. The employee was arrested and charged, and the computers recovered, saving the company untold litigation and expense.

Over the years Terry has assisted municipal and county governments with investigations relating to sexual harassment, internal theft, hostile work environment and EEOC complaints to name a few. If you have employees, you ultimately have problems. Attention to detail is extremely important in such cases. This is where Terry and Cheryl's backgrounds come into play. Terry has also been involved in several investigations regarding the theft of copper, which is a nationwide problem. In one such case, he was instrumental in investigating and recovering over a half million dollars' worth of copper stolen by employees and contractors. Terry has helped clients prevent future losses by recommending the implementation of common-sense solutions.

Additionally, Terry has assisted in a number of probate cases, locating heirs, and recovering millions in estate assets removed by family members/trustees. In one case, he was contacted by an attorney from the Czech Republic and asked to locate an heir to an estate from that country who was living in the U.S. Within 24 hours, Terry located and transported the heir to meet with the attorney to finalize the estate. Terry and Cheryl also own and operate a security agency, Corporate Protective Services, providing select clients with specific security needs and threat assessments. Terry has performed work for several fortune 500 companies and high-profile individuals in assessing threats and mitigating damages. In this business you never know where the next case is coming from or what challenges might be faced in getting the needed answers. Terry enjoys such challenges and derives satisfaction in solving issues for clients with innovative solutions.



Terry Laflin

outcome. Information is power in civil litigation, and that is when answers count. Terry has helped numerous clients over the years and has had great success in doing so. He played a key role in helping to resolve a high profile eighteen-billion-dollar divorce case that resulted in over a billion-dollar settlement to the client. It was recognized as being the fifth largest divorce case in U.S. history. He assisted a nationwide employment company in solving the theft of

Who were/are your mentors?

During his time working for the Nuclear Regulatory Commission, Terry began working as a private investigator with Gary Glanz, a long-established private investigator in Tulsa. He worked with Gary for several years, learning the civil and business side of investigations, before breaking out on his own and forming his own agency. Having been mentored in the business himself, Terry pays it forward by mentoring other investigators. In an industry that can sometimes be viewed as "operating on the fringes," Terry sees this as being important.

What changes have you seen in our profession since you started?

The main changes would have to be in technology!! Internet and database sources have exploded over the years. The days of checking criss-cross directories and hand searching courthouse ledgers for records are long gone. Information can now be found in a variety of ways if you know what to look for and where to



LAFLIN INVESTIGATIVE GROUP

Company Name: Laflin Investigative Group

Owner's Name: Terry and Cheryl Laflin

Location: 624 S. Denver, Suite 300, Tulsa, OK

Phone: 918-671-4007

Email: terry@laflinpi.com and cheryl@laflinpi.com

Website: www.laflinpi.com

Years in Business: 23

Licensed In: Oklahoma

Investigative Specialties: Internal Theft/Fraud, Witness Interviews/Locates, Surveillance, Civil Litigation, Insurance fraud/Workers Comp Divorce/Child Custody

Association Memberships: The Oklahoma Private Investigators Association, Oklahoma Sheriff's and Peace Officers Association, Texas Association of Licensed Investigators, Florida Association of Licensed Investigators, California Association of Licensed Investigators, Association of Christian Investigators, Life Member of the F.B.I. National Academy Associates, ASIS International

Company Motto: "When Answers Count"

SOCIAL MEDIA PAGES:

LinkedIn: Laflin-Investigative

Instagram: laflininvestigate

Facebook: Laflin Investigative Group

look. Cameras and recorders have developed to the point that solutions exist for almost any situation. The profession itself has morphed and has become more recognized and legitimate through professional standards, associations, and licensing requirements.

What has been your most successful marketing tool?

Word of mouth, a significant online presence, and networking.

Over the years, our agency has tried advertising of all sorts. They have not been as fruitful as individual referrals. Clients typically don't want to just check online directories. They want to check with someone they know and trust to point them to the right investigator.

What advice do you give to prospective PI's?

Be patient! It takes time to establish a successful business. It doesn't happen overnight. Be honest! Learn to manage unrealistic client expectations. Don't let a client talk you into doing something that will end up causing you and/or your client problems later.

Seek advice! Don't be embarrassed to ask questions.

Provide a quality work product and document everything. Expect the unexpected and plan for contingencies. Preparation and planning are key. **PI**