

# the **COUNCILOR**

CII NEWS | EVENTS | INDUSTRY INSIGHTS

BOOK EXCERPT:  
**PRIVATE EYE,  
SECRET SPY**

## **THE KEYS TO THE KINGDOM**



**Q1  
2022**

STAY UP-TO-DATE WITH  
THE LATEST TRENDS





**Council of  
International Investigators**

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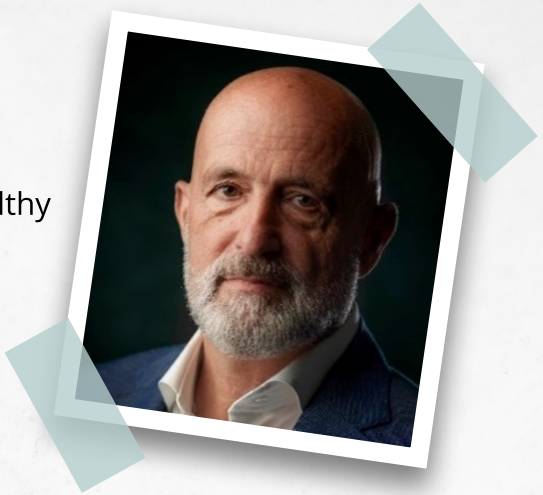
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# PRESIDENT'S MESSAGE

First of all, I would like to wish you all a very happy and healthy New Year.

If you're anything like me, you probably hoped things would be much better and that we were where in a better situation now. The past year was again very turbulent, but I feel that positive events ultimately will prevail and get us back to personal meetings again.



The year 2021 was better than the year before and 2022 promise to be better still. Faith in the future and maintaining good health- more topical now than ever before- really became the cornerstones of our lives.

Optimism is inextricable linked with our businesses. We regularly see this confirmed at the Council and most of you will, with no doubt have experienced it too. It is also important to persevere when things go wrong.

Next year, with renewed energy, drive and optimism, we will work towards organizing meetings in a new format. Hopefully we will be able to have a renewed "memorable experience" despite the, possibly difficult circumstances. I believe things will gradually improve , no..... I am confident about it. The Board will gladly and proudly go the extra mile for the entire membership.

During the past few months, the Board has been working diligently to maintain the CII in a good shape. The renewals of the membership are coming in and but I encourage you all to renew as soon as possible. You, the members, are key to our organization, so a new member survey will be available soon. The survey is at its best when as many as possible members take it. It will not take much of your time but the input is very valuable.

The CII, as an organization, is still financially stable and healthy, however with the new meetings ahead, we will need your attendance as much as possible. That is, if you feel confident about travelling.

The kick-off will be in Portugal, with our first European Regional Meeting since the pandemic. In September 2022, in Haarlem, the Netherlands, the AGM will follow, in a hybrid format. This way, more members can be present and witness the CII members, claiming back their good times in meeting each other in person again.

We have to **"start where we are, use what we have and do what we can"** to make it happen.

Let us make 2022 a special and healthy year for us all, our family, our friends and our colleagues.

**Toine Goorts**

President, Council of International Investigators





## FROM THE EDITOR

by **Marc Reed**

With the new year comes new beginnings. With this in mind, we are updating and rebranding The Councilor as a magazine format with a new direction, informative articles, interesting insights and resources for our members. You will notice this brings a new look, new features and a reimagining of some old favourites. Our goal is to elevate this new magazine to include industry experts from both inside and outside of CII. It is your voice and your resource to build your network, insights and tools to be become more successful.

In this issue, the feature article by **Brad Trew** is "Keys to the Kingdom," a study of how technology has evolved in a way that now exposes risks to a business' assets, intellectual property and people from both within and outside the organization.

We also hear from **Rob Knecht** who has embarked on a new chapter of his life; and from **Seth Derish** who talks about his first day on the job. There is a recognition of **Tom Davies** long and storied career and membership in CII.

**Leena Stark** give us a look at translation issues in "Lost In Translation? Linguistic Adventures in International Investigations."

A new year is always a good time to reflect and, in preparing for this new magazine, I had the opportunity to review the content of past issues, old friends and some new ones. It is daunting the wealth of experience we share between us.

The skills, expertise and experience of our membership is what gives CII value and, combined with the new Councilor, things can only get better. We encourage everyone to share your knowledge and experience, trials and tribulations in the form of articles, memoirs, tips and feedback.

Be sure to read all the way through, you never know what you'll find. ■

## SUBMISSIONS WANTED

Your hard working Editor-in-Chief, **Marc Reed**, is looking for well written, well researched, informative articles for future editions of the Councilor. Articles should be in Word format and images should be a high resolution JPG format. Please forward submission to: [editor@cii2.org](mailto:editor@cii2.org).

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## TREASURER UPDATE

by **Yosh Wong**

I am pleased to submit my first update to members on the financial position of the Council as Treasurer.

In terms of 2021, despite another COVID year and cancellation of events, I confirm that the Council remains in good financial standing at year end and looking forward to the new financial year. Five members announced closures and/or mergers. Currently, we have 407 active members and 247 members have renewed their membership for 2022. As of December 20, 2021, our bank balance remains healthy with \$162,576.60 USD in the operating account and we have \$50,511.63 USD in the Scholarship Fund account.

Wishing members a Merry Christmas and Best Wishes for the coming New Year. ■





## FROM THE COUNCIL OFFICE

by **Lois Colley**

Who knew the world was going to align itself with a pandemic and our lives would revolve around a Covid report?

And just when a few locations appeared to be returning to some semblance of normalcy, we were hit with another variant. It is like gasping for air. We rise to the surface, take a whiff and then hold on again for the ride.

I was in New York when the variant hit, the same day member, **Alejandra Jimenez**, performed for CII virtually. (If you have not heard her sing it is a must do!) Imagine my surprise when Alejandra announced after her performance that she was not suffering from laryngitis, she had the coronavirus. Now that's dedication to CII.

Then there is member **Earl Johnson**, who in the process of liaising with an applicant, reached out to offer assistance navigating our website. Earl was recovering from the coronavirus while recruiting for CII. (Clear your browsing history if the website gives you problems.)

We have had a lot of members physically suffer from this devastating illness. Really suffer. We were all on pins and needles when **Goolam** was in the hospital, and I was saddened to learn that member **Jack Devine** is now recovering from the virus. It is everywhere!

**Mick Symons** and I were comparing notes between New York and South Wales, which

are comparable in population. New South Wales has gone from approximately 350 cases a day to 2000 per day after mask restrictions were lifted. New York had 12,000 new cases on December 20 and has been averaging 8,000 new cases per day since the variant hit. Masks are required in all indoor public places absent a vaccine requirement. Mick is headed to the bush and the beach. I am bunkered down in a NYC apartment. Regardless of the locale, everyone is hiding while Omicron dominates 75% of the new cases.

So where does this leave CII?

Those of us behind the scenes keep biting our nails with worry that members will not enjoy the value of their membership, will not attend the virtual events, will not renew their dues, yet we continue to buzz along as an association. Your President (**Toine Goorts**) keeps a daily hand on the pulse of the association. ERD (**Brett Mikkelsen**) churns the new applicants and **Marc Reed** readies himself along with his co-editor, **Brad Trew** to bring the new Councilor Magazine to your doorstep.

It is with mixed emotions however, that we pass the Councilor baton from my daughter **Lauren Sowers**. Lauren brought a new generation of investigative experience with an eye on the ever evolving technology that benefits our industry. She edited the Councilor for many years, which I might add is no easy task. Lauren not only re designed the format, but she brought timely topics to our attention, encouraged member participation and sweated the deadlines with her mom.

Members post their needs, network, joke, and commiserate. The small business owners that comprise the backbone of our association carry on as all business owners do, fretting over their next assignment and churning over how to pay their invoices. Some things never change!



And some things do. We had the tragic loss of member and stallion **Vivek Kumar**, who without a doubt, embodied the values we all aspire to have, integrity, compassion, restraint, you name it and Vivek had it. We all share a sense of loss, and offer our empathy to Vivek's son, **Gautam**, who serves on the CII Board, and Vivek's brother and past President, **Sachit Kumar**. We are at a loss for words as we try to make sense of something that is so devastating.

As we continue down this road together, "We must accept finite disappointment but never lose infinite hope." -Martin Luther King. At the moment, CII has 406 active members with five having announced their company closures and discontinuation of their membership. But we also have 7 new applicants. The conference committee is putting their energy into the April 2022 in-person event in Portugal which **Carolina Bettencourt** and **Anne Styren** have worked

tirelessly to execute. Carolina is interested in getting a sense of who might attend so please pre-register for Portugal [here](#).

We will continue to have the monthly Fikas with the President. The next one is 14 January 2022 because the normal day for Fika is the 15th of each month and January 15 is a Saturday. If you attend on the 14th, you can get some details about the upcoming meeting in Portugal. Remember, we are full speed ahead for the gathering in Portugal unless the pandemic overpowers us. You can register for the Fika [here](#).

The strategic planning committee is focusing in on what CII does well and where we are lacking. They are also exploring where we can improve and how technology can enhance our operations. Members should expect a survey to hit their inboxes next month spearheaded by board member and past President, **Nancy Barber**. ■



2022 European Regional Meeting  
April 28-30  
Real Marina Hotel & Spa  
Olhão, Portugal

Let's get  
together again!



# THE KEYS TO THE KINGDOM

## WHO IS GUARDING YOUR CROWN JEWELS

by **Brad Trew**

There is no question we are living in a changing world. The simpler days of security are behind us. Gone are the days when protecting your business meant simply setting the alarm system, locking the front door and turning on some lights; effectively shutting out the risks that could harm a business. Physical barriers – the fences, walls and doors – that have long been an effective way of protecting a company's employees, assets and inventory are no longer the solution.

Businesses are increasingly facing threats from both within and outside the organization. In today's digital world, those barriers do not block the signals entering and leaving the facility. The information highway has many entrance and exit points. Even CCTV systems are vulnerable to hacking which gives bad actors direct access into a facility. The business is effectively at risk 24/7 from multi-pronged attacks by outside actors, hackers, scam artists and employees themselves.

An often-overlooked risk (and also a resource)





are employees themselves. Employees have become the proverbial “fox in the hen house”, either through deliberate actions or complacency. This spells trouble for naïve, inadvertent or unprepared businesses.

A lack of understanding of the systems available to protect businesses, of not being fully knowledgeable of the technology in use, of being overly focused on the bottom line and not on the potential for loss, of employee motivations and loyalties, further erode the physical and digital infrastructures that can help protect a business.

## WHAT IS AT RISK?

A company becomes successful because of what makes it unique from other businesses in the same field. Any threat to this uniqueness can challenge the future of the company such as the following:

**Brand reputation** through embarrassing leaks, data leaks, employee actions. Disgruntled or terminated employees may use accumulated information against the business as retribution.

**A shutdown of critical systems** and downtime as a result of malware or ransomware attacks.

**Liability** through customer data breaches or employee actions.

**Loss of proprietary information**, research and development projects or industry intelligence.

**Loss of competitive advantage** if price lists,

processes, business models and future plans become public knowledge.

**Bad publicity** through the personal or deliberate actions by employees.

**Insurance claims, civil litigation and criminal prosecution** either as a result of internal issues or information obtained internally that can be used against the business during proceedings.

## BRING YOUR OWN DEVICE

One of the most prevalent changes in how business/employee relationships have changed is the increasing use of the Bring Your Own Device (BYOD) model where employees are providing their own smartphones to do double duty as not only their personal device but also their work phone. This can help reduce costs and encourages employees to be available outside of normal business hours but it can also increase risks and reduce productivity since the employee has their personal world (albeit digital) at their fingertips.

Consider this: virtually every employee in your company, whether or not they use their laptops or smart phones for business purposes, carry with them a camera and audio recorder that can be used at a moment's notice. An employee can





surreptitiously record conversations with their managers and co-workers, they can photograph what they perceive to be labour board or code violations, thereby effectively “building a case” against workplace conditions, treatment by management and co-workers and other concerns.

These devices are vulnerable to the skill level of the user who may make poor decisions in the use of their phones. As most people keep their devices with them at all times, they may take them to other places that do not have stringent security protocols such as the homes of family and friends and public Wi-Fi hotspots.

This presents a number of problems:

**Data theft.** If you let your employees use their own devices unchecked, it's likely that some of the personal applications they use may not be as stringent with their security requirements. Do they have virus protection? Devices could be siphoning proprietary company data through malicious apps and uploading it to a remote server. Employees can also be stealing critical corporate intellectual property without ever leaving their chair.

In days past, internal theft most often involved cash or tangible assets or inventory. With virtually all employees now carrying a camera in their possession, this has expanded the risk to a whole new level. Employ-

ees can now surreptitiously photograph or record anything within the workplace and capture proprietary information to take away with them.

**Legal problems.** Employers have no control over an employee's personal device. They cannot legally access it to remove software, photos, emails or other business-related content. Where previously, an employee is required to surrender a key issued to them when leaving their position,

businesses may not have any recourse about the wealth of information they may have accumulated. More on this later.

**Lost or stolen devices containing**

**company information.** A laptop stolen from the back of a car can contain years of work.

**Insufficient employee training.** Oftentimes, employees do not see the big picture or the consequence of the actions (or inaction).

**IT oversight.** IT departments face additional burden as they have to be fully versed in a wide variety of devices, operating systems and OS-specific software differences.

**Shadow IT.** Shadow IT refers to information technology systems utilized by departments other than the central IT department, as a work around the shortcomings of the company's central information systems.

**Improper mobile management.** To increase productivity and to function within the construct of the business' operation, devices are often

*“It is like inviting  
the fox into the  
hen house.”*



loaded with company software, data, and communication channels. Often, it is left up to the employee to ensure that devices are updated with the latest software otherwise leaving them vulnerable to zero-day attacks.

Employees can leave to other companies with a wealth of knowledge such as customer lists, price schedules, policies and procedures

**Loss of productivity** through time spent surfing the internet and social media and posting to social media accounts. This also translates into bandwidth theft.

**Brand sabotage.** They have the best opportunity to gather information that can be used against the business. Employees can also inadvertently damage a company's brand by posting from the workplace with views that do not reflect the organization. This is especially true with social media accounts such as Facebook or Twitter when a user's employer is directly linked to them. There have been examples of employees posting derogatory posts from company social media accounts that have expressed views that do not reflect the organization.

Devices can become an attack surface for

## EXTERNAL THREATS

**malware, viruses and ransomware** infections. When those devices connect with the company network, the infections can then spread through the network and can potentially access data and sabotage/damage systems.

For the most part, viruses, malware and ran-

somware are almost always "invited" into the network, either through a poorly designed firewall, tricking employees into opening or clicking on malicious documents or links or through connecting compromised devices to the company network.

Phishing, spear phishing, whale phishing are types of emails that are used to target the general population (phishing), target a specific individual (spear phishing) or targeting a high-profile wealthy, powerful, or prominent individual (whale phishing).

**Social Engineering.** Through well planned pretexts, employees can be convinced to reveal network passwords. One common low-tech method of network infiltration is a tactic that targets an employee's curiosity. Bad actors will drop USB flash drives in the company parking lot at lunch time. Employees will find these and bring them into the workplace, plug them into their computers to see what's on them while unknowingly introducing malware or ransomware into the network. Skilled pretexts can also be used to reveal internal network names, credentials and log-ins.

**Distributed Denial of Service (DDoS) attacks.** A DDoS attack is a malicious attempt to disrupt the normal traffic of a targeted server, service or network by overwhelming the target or its surrounding infrastructure with a flood of Internet traffic. Hackers can also compromise systems so that they no longer function, effectively bringing the company to its knees.

Businesses should conduct a robust threat assessment with a certified, knowledgeable and external resource to identify and quantify inter-



## WHAT CAN BE DONE?

nal threats vs. external threats.

Businesses must introduce a multi-layered defence starting with proper pre-employment pre-screening to ensure that employees are properly identified and vetted. Employees should be engaged, vested, well trained and loyal to the business and its goals.

Companies need comprehensive internal protocols starting from an acceptable use policy for digital devices. The policy must extend beyond the workplace to ensure that your company's data and proprietary information is safeguarded at all times.

Regardless of a company's product, employees can be their greatest asset and greatest liability. It is important to invest in your employees. To this end, it is common for companies to have a rigorous on-boarding process when employees first join a firm. A part of this process should include orientation with respect to digital safety and security guidelines.

A digital use policy should include the requirement that all devices have the latest software and patches installed as they become available. Such a policy also provides employees with rules and guidelines about the appropriate use of company equipment, network and Internet access. A proper password management involving complex, unique passwords for every log-in.

A Bring Your Own Device policy should include guidelines as to data ownership and the company's right to access and wipe company data from the device upon departure or at

any other time.

On an employee's departure, an exit interview should be conducted with a series of comprehensive auditable steps to ensure that all access has been disabled and all key departments and team members are informed. If a BYOD policy is in place, then devices should be wiped of any company data and software.

One obvious solution that would require an initial cost outlay but could prevent future issues would be to provide employees with company devices preloaded with company software, updated to the last versions and with built-in monitoring and kill switches. ■

*Have an experience in this regard? Send an email to [editor@cii2.org](mailto:editor@cii2.org) with a description of what happened and how you resolved it and we can include it in a future issue.*



### ABOUT THE AUTHOR:

**Brad TREW** is the Director of the Cyber Investigations and Special Investigations Unit at Reed Research Limited in Toronto, Ontario, Canada.







# PRIVATE EYE SECRET SPY: MY LIFE AS BRITAIN'S MOST CONTROVERSIAL PI

Excerpts of the book by Ian D. Withers

## **Ch. 17: Mission to Saigon: Finding Patti (1974)**

Part of the legacy of the Vietnam War is found in the children fathered by American soldiers. More than two and half million US troops served in the Asian nation between 1965 and 1975, often meeting young women in bars which popped up around the sprawling US bases. Inevitably some fell pregnant and, inevitably, not all the men remained by their lovers' sides.

My role across the South China Sea in Hong Kong had been to monitor the meeting of some corrupt businessmen. As I had

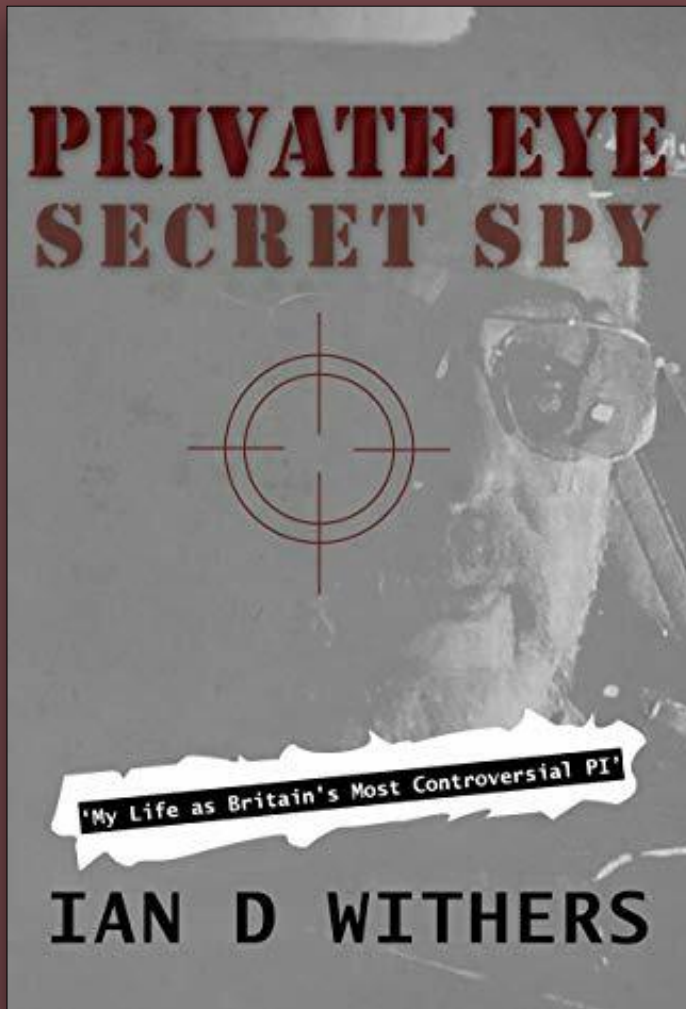
discovered, they had been plotting to murder my client. But while in the city for a number of weeks, Jim kept me busy with other matters too.

I was enjoying my time there. I was gathering great information for my wealthy client, living in luxury at the fantastic Mandarin Hotel and every expense was covered.

One morning Jim asked me to attend a meeting in Kowloon, a short ride from the island on the Star Ferry. The destination was the world-famous Peninsula Hotel, said by some to be one of the finest in Asia and



beyond. At its entrance a row of Rolls Royce limos gleamed in the sunshine, all polished and ready to meet the needs of guests. Inside, I took a seat in the large lobby and admired the extraordinary antique decor as the Hong Kong social elite enjoyed English High Tea.



Jim walked in with a beautiful, well-dressed woman of around twenty-five. She smiled warmly as she was introduced to me as Patti. He told me she was from Saigon in Vietnam, a vast metropolis and a key prize for either side during the war. This was 1974 and that awful conflict was coming to a close, Saigon on the cusp of falling to the communists and soon to be renamed Ho Chi Minh City. Patti had fallen in love with an American GI, given birth to his daughter and, as with many young women in

similar circumstances, sought to escape to a new life in the US. In her case, Peter, the soldier, very much wanted her to do the same. He had formally registered his baby with American authorities and had even secured a permit to bring them both over to begin a new family life. The couple wanted to marry.

Unfortunately, Patti did not have a Vietnamese passport. In desperation, she had left her child with her mother and made her way to Hong Kong. She had joined a group who, at great risk to their lives, made their way across that treacherous South China Sea. The authorities had scooped them up at the shore. She and the other travelers were detained at an overcrowded refugee camp for months, a place where thousands of other fleeing Vietnamese nationals were being housed. Patti was one of what was becoming known the world over as the Vietnamese Boat People.

Patti was prepared from the start. She was a driven young woman, absolutely set on securing her passage to America, on arranging to be reunited with her now two-year-old daughter and her GI once more. Before setting out for the high seas, she had carefully secreted all her paperwork in a money belt. This included her national ID card, an application to go to the USA and copies of letters documenting her relationship with her fiancé.

In time, Patti had negotiated her way out of the camp and into employment in Hong Kong. She had made contact with Peter and he was working hard to clear her official path. All the while, Patti had been writing to her mother



and had been receiving updates on her child; however, in the past few weeks, Patti was receiving nothing in return. Patti had been told her mother, father and daughter had been moved to a place of safety yet she had no idea where. She was not just emotionally distraught, she was stuck too. She had forwarded visa application forms to her mother, as the child's legal guardian, and needed them back to facilitate travel. But she had heard nothing.

Jim paused his story there. He looked at me before turning to the woman.

'Patti,' he said, 'If anyone can get into Saigon, find them, get the documents signed and get them back to you, it's Ian Withers.'

'They could be anywhere in Saigon, Ian,' he said. 'And I should tell you that attacks are ongoing. And there's a 10pm curfew after which people can get shot on sight.'

I could see the hope in his face, the tears in Patti's eyes. I nodded, said, 'I'll do it.' I would be on my own. I took a direct Air Vietnam flight from Hong Kong. On arrival, things were not what I expected. It was all much worse. Either side of the runway featured bashed up American military planes, some having made emergency or crash landings. Some, pounded with heavy fire in the sky, had thumped down ablaze on the landing strip, the wreckage still smouldering as my flight pulled in. I disembarked into a corrugated shed in the centre of what was basically a military base. My passport was stamped quickly and off I went into the unknown.

Outside it was surreal as dozens of eager cab drivers, rickshaws and tourist guides, their lives and businesses in tatters, fought for my attention. I picked a driver who spoke English and, along the way, arranged that he might ask a few questions for me if I needed it. He would speak as a local and not bring me into any of what might follow.

The journey was perilous. All the rules of the road seemed to have been scrapped, cars and vehicles of all kinds racing around, trying to get somewhere before the curfew fell. I was sweating hard by the time we arrived at the Hotel Caravelle, a grand, five-star Air France-managed establishment close to the famous opera house in the heart of the city.

Inside, the contrast was amazing. The place was an oasis of tranquillity, the French flag flying overhead, a glorious rooftop bar and swimming pool favoured by foreign press. As I took in the view, I could hear sporadic gunfire across that battered concrete jungle. I knew I would need to be as sharp as I'd ever been if I was going to get this job done right.

We set off in the morning, navigated our way through the battlescarred streets, as we made our way to Patti's family home. But it was gone. The whole block and the buildings around it had been flattened. We sat for a moment as I wrote down the mother's name and passed the note to my driver.

'I need to find this woman,' I said. 'She lived here.'

It took three hours for the driver to return. He told me he had a good lead on the



whereabouts of Patti's mum. Off we went again, wheels juddering over the smashed highways and cratered lanes, making our way through unsigned streets and muddy tracks, past children playing among bullet-holed buildings. The light was fading as we reached the edge of the city, the countdown to the curfew underway.

The location was a city of tin huts, stacked on top of one another right at the river's edge. They had done what they could to build these homes, displaced victims of war fighting back among the destruction and extreme poverty that none of them deserved. It was a vast, rat-infested, tragic riverside shantytown and it stank of raw sewage to the point where I could barely take a breath.

My diligent driver went from home to home, asking questions, getting directions from person to person to person in the hunt for Patti's mother and daughter, also called Patti. After an hour or more, he called out to me in the darkness. I walked his way, heart racing, hoping there could be some good news among all this misery. He pointed upwards to the fifth floor of one of the shanties at the river's edge.

'I have found her,' he said.

Distant gunshots as we climbed a wet ladder from floor to floor. At the top, a landing area and a door ahead covered by a curtain. The driver called out, and an older lady appeared. The woman looked my way. She said in broken English that somehow she knew someone would be coming.

Patti's mother had been living there with her

husband and their granddaughter for some weeks as a result of the carnage that destroyed her home. I gave her an envelope from Patti. Inside was a letter, the forms to be signed, and about \$200 in small notes. She was shocked to see the money. I showed her photographs of Patti looking smart and professional in Hong Kong. She held them tight, lovingly, as if feeling a physical connection to her own daughter.

Through her tears she told of losing Patti, perhaps forever, from her life. And now, she said, she was going to lose that much-loved little girl too.

Patti's father emerged from the bedroom. He sat in a chair and I watched as he and his wife both wept at what had become of their lives. Turning to the bedroom, I saw the tiny little two-year-old Patti sitting up in the corner, quietly observing, looking quite puzzled about it all. As I looked at her, and back to her grandparents, I too could feel that tears may not be far away.

I told them that whatever was going to happen, it was not going to happen right away. They said they knew they could only be custodians of tiny Patti, that they would have to one day hand her back to her mother. They said they would do all they could to ensure the right thing was done. They signed the forms.

It was a success but it didn't feel like it. I came away after about two hours feeling emotionally drained. My driver felt the same way and we drove swiftly in a kind of sad silence. The 10pm curfew was closing in and,



we both knew, there was no time to waste. No street lights were working and very little was illuminated at all beyond the headlights of homeward-bound cars.

I rewarded my magnificent driver and hit the hotel bar for a strong gin and tonic or two to collect my thoughts. Half an hour later I called Jim from my room. He was, as ever, not at all emotional as he congratulated me in his quiet, matter-of-fact voice.

'Well done Ian,' he said, 'that was fast. Now get back to Hong Kong.'

On Saturday, the day I was to fly to Singapore, two suited men approached me just outside the hotel. One flashed a police card. The other had a handgun in a shoulder holster. I hadn't seen it coming. One shoved me against the wall and grabbed my wallet. He pulled the cash from it and they both stepped into the crowd and vanished. Fortunately, I had prepaid the hotel on arrival. I told them what had happened and they paid for a cab to the airport, no problem.

I boarded what was to be the last flight out of Vietnam to Singapore for some time. It turned out there were many more prospective passengers than seats. Fortunately for me, I held a confirmed ticket. At the exit I was asked for the departure tax - \$100. I told the gentleman my story and he took me to one side.

'If you cannot pay, you cannot leave,' he said.

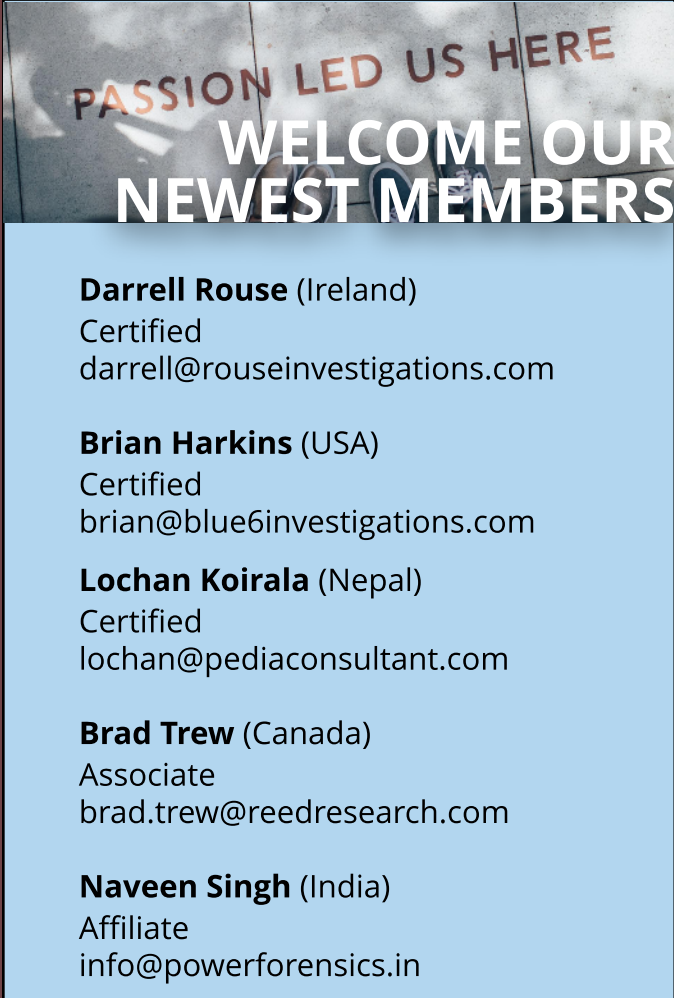
I approached an airline official who said the same thing. I was, I knew, stuffed. But not for long. A well-dressed American man who had

overheard the exchange came over and said, 'It's okay, I'll pay for him.' He wouldn't hear of it when I tried to get his details to arrange repayment. Whoever he was, I'm still grateful.

Two years later, an envelope arrived at our office addressed to me. Inside was a picture of Patti, her American husband and their beautiful daughter all having fun in the USA.

A note said, 'Thank you. Patti.' ■

NOTE: copies of the book can be purchased through your regional Amazon website. Ian has also kindly offered a free, signed copy to be drawn on February 1, 2022. To enter, send an email to [editor@cii2.org](mailto:editor@cii2.org).



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from the archives...

## PRIVATE INVESTIGATION IN CHINA: IS THERE SUCH A THING?

Reprint of an article published by Ponso Kalastree in the October 2004 issue of the Councilor.

In June 2004, **Ponso Kalastree**, former CII President and Chairman returned from Shenyang, northern China where he was the guest of honor and speaker for the formation of the inaugural China Detective Association. What follows is a written excerpt from Ponso Kalastree's experience.

"It was to be an exciting event for all of us. My chosen topic was Building International Strategic Alliances from East to West. I was invited as the keynote speaker. There was also a seminar alongside this event. Heretofore, the Chinese investigative profession had not been formally recognized as they are not licensed, and they have to operate under the front of other industries such as law firms and business consultants.

Hence, this Shenyang event in 2004 was to be a milestone event. There were over 30 reporters from all over the country. There were 200 delegates from at least 10 provinces in China. Dora and I received a warm reception as the VIPs. The event was hosted at a military academy. We were assured that the necessary approvals are in place.



At the morning of the Opening Day, we prepared ourselves for the big event. We went down to the function hall but we were told to go back to our suite, as people started huddling around us. The Opening Time was postponed, we were told due to some technical issues. We did not suspect anything amiss, and thought it was a minor organizational issue. Reporters then started coming up to our room to conduct interviews.

Around 9.15 a.m., while there were reporters in our room, officials from the Public Security Bureau barged into our suite. They demanded identification from all of us including the reporters who were pulled aside for questioning. An interpreter from



Hanzhou

the Public Security Bureau came to my side immediately to identify themselves, and explained that this was a raid as the event was illegal, and they started interrogating us. Fortunately, we had all the necessary invitation letters and documents in place. Apparently, our presence and stay at the military academy in China was unwelcome, as the Organizers did not register

our names with the government. Meanwhile, we heard that some arrests were being made, but we did not see the dramas, which took place at the function hall.

One of the organizers came up to our room and gave us 10 minutes to pack, and then huddled us in a taxi. They told us that we have to move and they are taking us to another hotel. On route, they took us to a restaurant where they wanted to host us lunch. We did not even get to taste the first bite of the delicious spread that was ordered for us, when our hosts received a call. Immediately, they told us that we had to leave Shanghai and organized for us to go to the airport right away. We had no flights arranged as we were supposed to only leave Shenyang after the event, so we had to make our own arrangements.

After that, we made no contact with the Organizers of the event so as not to cause them undue distress. Dora and I did remain proceeded to Shanghai (Eastern China), as we had other associates there and business meetings lined up so we only just returned this weekend.

As you can tell, it was indeed an eventful and dramatic trip. For me, it was a learning experience in doing business with China. Most of us are so caught up with the economic potential of lucrative markets like China that we overlook the strict rules, regulations and essential government approvals that must be in place before we can conduct our business - which is routine for most of us that comes from democratic societies where there is some freedom of speech and action. What is normal



business practice for us is a privilege to our counterparts in China.

As a foreigner, I do not bear any resentment against the Chinese government officials for the incident, which had caused wastage of financial resources, time and also emotional distress. Perhaps it is because I come from Singapore where we have an awareness of how authorities and businesses operate in this part of the world. We have some inclinations on what lies beneath the rosy appearances that is portrayed to the rest of the world.

I admit I felt like a fugitive and my only crime was accepting an invitation to speak at a conference and assist in the development of a young and growing industry. It was disappointing but I take this obstacle as a challenge, and share the determination of our Chinese counterparts. I am pleased to hear that there are intentions to regulate the private investigations industry, which will at least give the profession a legitimate standing in the country's economy.

I hope the experience I am sharing with you gives you an insight on building bridges between East and West. ■

## MY FIRST INVESTIGATION by Seth DERISH

**San Jose, Costa Rica**-- You all remember this. It was like My First Date, or My First Kiss, My First Pimple. Yes, your First Investigation. It could have been a bang up winner, full of fireworks and excitement and something you have been recounting to your friends and colleagues for many years or like for most of us, a big bore, assigned by a do nothing boss. in a do nothing place, with not too spectacular results. But, as the years go by, with the embellishments of time, it becomes more and more exciting, until you tell your friends that

you successfully brought down a corrupt businessperson, a government official who was stealing for many years until you came along, a cheating spouse... you changed the world!

It was 1979, I was perhaps the youngest licensed investigator in the history of California and full of piss and vinegar. Phil, a licensed California private investigator, calls me at 4 p.m. with a rush assignment. He needs surveillance on King Street in downtown San Francisco starting at midnight until eight in the morning. His client is the San Francisco Newspaper Agency, printer of the San Francisco Chronicle, the flagship daily newspaper. As I was



King Street, San Francisco, California - circa 1979



the intrepid ex-journalist turned private investigator, I was totally excited. Maybe I'm going after a corrupt San Francisco politician!

Phil was an interesting character; I was told that he was a top surveillance guy with an incredible track record. He had one major problem. He was completely white. I don't mean that he was just a white man, he didn't have any pigment in his skin. His eyes were an eerie pink and his hair was brilliant white even though he was only 35 years old. And his skin, almost glowing white, translucent. You had to wear sunglasses to just look at this guy. He also was pretty jumpy, bouncing around on his black tennis shoes in his completely black outfit, making everybody nervous that was around him - Obviously he wasn't doing the surveillance.

Let me tell you something about King Street in 1979. It was in a ratty, dangerous waterfront neighborhood south of Market Street, full of seedy warehouses and alley drunks. When I met Phil at the surveillance location, the first thing I saw was a sign on a building that stated: "ATTENTION VANDALS - IF YOU DON'T WANT TO GET SHOT, STAY AWAY FROM THIS STREET". My equipment consisted of a broken down looking rusted out van that he called the "surveillance vehicle" and an 8mm film camera. I will be stuck in the back of his van with a jar to piss in and this crappy looking camera on a tripod looking out through a grimy window with a dirty curtain as my protection. I have no weapons.

My "big" assignment - to determine if a gang of thieves were stealing the uncirculated newspapers that were being stored in the warehouse to sell for recycling. Earth shattering.

But, it *was* my first big assignment and I was excited to do a good job. Phil sets me up and leaves me alone in the van on a typical cold and damp San Francisco summer night. I remember the orange glow of the streetlamps and the complete loneliness of the night. Hours go by with no action and then the whole thing explodes. A crappy sedan shows up and parks directly in front of my van and two sleazy guys exit and are checking out the scene. One guy gets back in the car and the other starts strolling around, lights up a cigarette and then I lose track of him. I'm a nervous wreck by this time wondering what happened to this guy and the next think I know I feel the van shudder and I smell smoke. I look out the small window with the blackout curtain and the guy's face is about two inches from mine! I hold my breath, my heart is pounding. He finally moves away and I almost collapse from the stress.

In the meantime, the other guy is working on a car parked nearby and the next thing I know the car starts and the first guy jumps in and drives off with the other guy following. THEY STOLE THE PARKED CAR IN FRONT OF ME!

Eight o'clock in the morning rolls around and Phil shows up to check up on the job. I tell him the whole story and he asks me if I filmed the car theft. I politely tell him, "No Phil, we were assigned to see if someone was ripping off the warehouse." He responds, "Good boy, you did your job well." I was paid that afternoon. ■

#### ABOUT THE AUTHOR:

**Seth Derish** has been licensed in California since 1979 and is the president of Costa Rica Investigations, SA. He has been a member of CII since 1998 and is the co-district director for South and Central America and the Caribbean Islands.





# MEMBER PROFILE:

## Keith Elliott Reed Research Canada



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**Keith Elliott** is the CEO and co-owner of Reed Research Limited, a Professional Investigation firm based in Toronto, Canada. He holds an Honours Degree in Law & Security Administration, and additional diplomas in Private Investigations, Advanced Interview Techniques, and Close Protective Services. He is a Certified International Investigator (CII) and has been designated by the Council of Professional Investigators of Ontario as a Master Investigator.

As a seasoned Professional Investigator with over 30 years of experience, Mr. Elliott has practical involvement in identifying risk and investigating frauds relating to; criminal enterprise, employment, health care, insurance services, fake deaths, disability, cyber scams, as well as various payment platforms on-line services. He has presented evidence and testified in precedent setting cases in various courts across Ontario and Canada.

Keith's entertaining, humorous and energetic speaking style has made him a sought-out speaker. He has over 80 public speaking engagements, across Canada and Internationally, including having been a keynote presenter, various times, to audiences of over 1500 people. He will be presenting at the 2022 ACFE Global Conference in Nashville and invites all CII members in attendance to get together afterwards. ■

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If you, or someone you know is interested in being featured in a future issue, please forward a biography, head shot and how you (or they) exemplify the values and goals of CII and our industry to [editor@cii2.org](mailto:editor@cii2.org).





# WATCHING THE DETECTIVES

MEMBER NEWS AND ANNOUNCEMENTS FROM AROUND THE WORLD

## CONGRATULATIONS TO TOM DAVIES FOR HIS LONG AND STORIED CAREER by Nancy BARBER

At the last Executive Board meeting, **Tom Davies** application for emeritus status was unanimously approved. That membership classification is awarded to any member who has been a Certified Member for a period of not less than 25 years, has served as an Officer or on the Executive Board or be over the age of 79 years. I am pretty sure the latter requirement would have disqualified his application!

Tom joined CII in 1997. I first met Tom in person at the Toronto AGM in 2000, and vividly recall a lunch with him with tales of piracy along the coast of Africa and recovery of stolen cargo...not your everyday desk job. It gave a whole new meaning to the classification of maritime work in the CII directory. His career started with serving as an officer in British Military Intelligence from 1962-1984. During that time, he served on anti-terrorist matters in Africa, the Middle East and Northern Island.

Between 1991 to 2005, he was the Managing Director of the LPI Group of Companies. Over the course of his career, he became internationally recognized as an expert in maritime security, risk management, counter terrorist and the use of the private sector for the custody matters. He has lectured extensively in Europe, Scandinavia the Far East and the United States on topics including maritime security, counter terrorism techniques. He also served as a Freeman of the Company of Security Professionals, a Freeman in the City of London and a Public Governor of his local National Health Service Hospital Foundation Trust.



Tom has been a driving force at CII. He was elected in 2007 to the Executive Board and stepped in to serve as Chair in 2009. He has spoken at a number of CII events, including in 2003 when he gave a presentation regarding 21st Century Terrorist threats while we were at the Kinsale AGM.

Tom has always been there to provide parliamentary and procedural guidance, as well as supporting CII by attending every single event for the last several decades. He suffers no fools and for that, some of us are most grateful, and I will a-b-s-o-l-u-t-e-l-y, as Tom would say, look forward to seeing him again at the next CII event. On behalf of CII, and on behalf of myself, thanks for all your years of service and support to CII and your community. ■



# ANNOUNCEMENTS

## NIELSEN & ASSOCIATES MERGE WITH WHITEHALL OF CANADA

CII Member **Christopher T. Nielsen**, President and CEO of Nielsen & Associates Investigations is pleased to announce a merger with Whitehall Bureau of Canada .



Mr. Nielsen and Mr. Martin Jaekel, President and CEO of Whitehall Bureau of Canada, both started their investigative agencies in 1996 and have a mutual appreciation for providing quality and professional investigative services with a global reach. Together, Whitehall Canada is proud to have a management team with dedicated and experienced professionals with over 100 years experience in the investigations

Their diverse experience includes claim services to Property and Casualty insurers, Life and Health insurers and their legal support firms. Whitehall Canada, also, provides investigations to financial institutions, government, commercial and other non-insurance legal matters and corporations of all sizes.

"I am excited to lead and expand global investigative relationships and opportunities as Whitehall Canada's Managing Director of International Investigations," said Mr. Nielsen, recently a Director with The Council of International Investigators (CII). ■

## NETRIKA CONSULTING INDIA ANNOUNCES DIGITAL FORENSICS LAB

**Sanjay Kaushik**, Managing Director of Netrika Consulting India has announced the launch of its first Digital Forensics Lab offering a full range of quality forensic services. Despite a drop in crimes such as murder, theft and cheating, due to national and regional lockdowns, cyber-crimes have surged 12% across the country.



At the launch of the Digital Forensic Lab, Sanjay Kaushik made a statement that "Digital forensic investigations need to be carried out thoughtfully, with due care to avoid irreversible destruction/loss of evidence or render the evidence inadmissible in the court of law.

We have developed a well-equipped digital forensics lab with certified DFIR experts to help the industry in fighting the worrisome increase in cyber-attacks. We handle a vast ranger of legal, corporate and private cases. The launch of our lab will further augment our capability to help safeguard the interests of our clients in this realm." ■



# ROBBY KNECT BECOMES ROBBY 3 WHEELS



After 11 years in the Geneva police and 13 years as a private detective in Geneva, I decided to continue my life in another form of adventure: Around the world on my Ural sidecar over several years. My new name for this project: Robby 3 Wheels.

Being a private detective has allowed me to express myself fully and to make all my clients and colleagues happy. Specializing in operational intelligence and spinning, I was able to travel to several continents and countries during my 500 missions (field and administrative). All in perfect professionalism since all the missions were successful except for two.

The best thing for me was to find a 10 month old little girl kidnapped by her French father who had left France to wage jihad in Syria. The French police in 2013 did not want to take the case at the request of the mother of the little one. I investigated 2 weeks in Geneva to locate the individual. Once the information was confirmed but the exact location unknown, I left alone for Turkey where, after 3 days of research in Antalya, I located the kidnapper. He was with several French jihadists and other abducted children. I followed the interested parties by car to the Syrian border of Antioch. I did not cross the border but the 800 km spinning with several stops in important places allowed me to obtain a lot of information for the authorities and the mother of the family who had mandated me. The investigation led to the arrest of the person concerned and the little one was handed over to her mother. The father is currently in prison in Paris.

I started my big journey on my Ural sidecar on December 1, 2021 from Geneva to the North Cape in Norway and will continue through Finland and the crossing of Russia from west to east always in winter!

During my trip around the world, I will broadcast videos of my adventures several times a month via my YouTube channel [here](#). You can also follow me on my website [here](#) or my Facebook page [here](#). If you would like to get in touch, I can be reached by email [here](#).

I wish all my colleagues around the world every success for the years to come. If you would like to meet me to exchange, that will be with pleasure. I favor human exchanges. Thank you for all the services the members of CII have rendered me, and long life to you all.

Important: don't forget to subscribe to my YouTube channel, it's important if I want to continue my three-wheeled journey over the long term.





# CHINA'S NEW DATA PRIVACY LAW

by **Nancy Barber**

China's answer to the EU data privacy rules, the Personal Information Protection Law (PIPL), went into effect earlier this month after an expedited process. Proponents hailed it as a significant step towards global standardization in consumer privacy rights. Opponents viewed it as a state tool to curb data dissemination.

Tech companies doing business in China will have to adhere to vague new rules, which can be costly. Any company that in its activities involves the processing of data from Chinese users must undergo security checks by the relevant regulator in the PRC, appoint local representatives to resolve issues of confidentiality and risk management – for violation of the law, fines of up to 5% of annual revenue are provided, license revocation as well as the personal responsibility of the management.

You can read more [here](#).

Companies will “have to submit to a security assessment by the Chinese regulator before performing data transfers; appoint local representatives to handle privacy issues; and manage exposure to steep fines and penalties, including criminal, under the law,” he said.

Also, companies who violate the law could be subject to fines of up to 5% of annual revenue; revocation of their licenses to do business in China and personal penalties

The law has broad consumer-protection measures that limit companies — Chinese and foreign — from collecting consumers' personal information without their consent, and from storing more personal data than necessary. It also restricts the transport out of

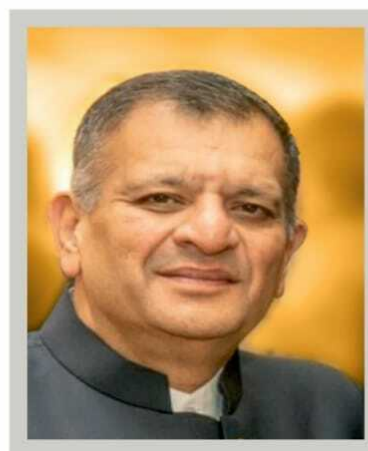
the country of Chinese nationals' personal data, an especially onerous restriction for multinational tech companies.

The Chinese law is largely modeled on Europe's General Data Protection Regulation, implemented in 2018. But she said China's version diverges from GDPR in its stipulations for China's national sovereignty over data, instead of being purely about consumer rights.

You can read more [here](#).

For further reading, refer to the article "PRIVATE INVESTIGATION IN CHINA: IS THERE SUCH A THING?" in From the Archives. ■

## OBITUARY



04.09.1962 – 26.11.2021

With profound sorrow  
we inform of the untimely demise of our beloved

### VIVEK KUMAR

In grief: Santosh Kumar  
Renu, Siddharth, Gautam, Aashni  
Raj Kumar  
Sachit & Gaitri, Arushi, Priyanshi  
Puneet & Ruchica, Savr, Siya



**Globe Detective Agency Pvt. Ltd.**  
**GDA Security Pvt. Ltd.**

Condolences ONLY by Email: [mumbai.gda@gmail.com](mailto:mumbai.gda@gmail.com)





# LOST IN TRANSLATION?

## LINGUISTIC ADVENTURES IN INTERNATIONAL INVESTIGATIONS

by Leena Stark

Even with English being the Lingua Franca of our times, not everything is accessible in English. Oftentimes investigators end up translating court documents, corporate registry information and especially media reviews. Added with tight timelines, we need automated translators to assist.

Not only can various languages have differing structures, culturally tied expressions and multiple meanings for words, but also things like sarcasm and humor could make translating to be a challenge. For example, when you have a language like Finnish, with no connection to Latin or Germanic language groups, all of the above apply – with some additional flavors. When using Google Translate, or other automated translators, you often get some interesting results.

### FRAUD SUSPECTS LET LOOSE

Recently a CEO of a listed company was suspected of fraud. The Finnish media article

was supposed to convey the fact that the CEO, as a suspect for crimes committed in 2015 – 2016, is now a CEO of another company. Google translator probably didn't understand the language structure, so it only translated "Company A's CEO was Mr X., who is currently company B's CEO" – leaving out the crime suspect part.

Translation of another article, describing the possibility of a merger and the likely benefits of it, failed to refer to the transaction – instead only phrasing "If successful, Company C will be significantly strengthened in its steady revenue-generating industrial services." Again, the main point missed.

### LITERALLY UNINTENTIONAL COMEDY

Finnish is a pragmatic and fairly literal language. Words often have several meanings: "kauppa" can be shop, trade, market, transaction and business, "oikeus" relates to court, right, justice,



entitlement and privilege, “talous” means economy, finances and household, and “yritys” is both company, business and attempt, try.

Finnish last names often have a meaning: the current Finnish Government consists of ministers like “Alder”, “Magpie”, “Lark” and “Rocks”. Finns call detached house “own home house”, computer translates to “knowledge machine” and a person who is slow can be called “beaten by sauna steam”. Earlier, Google Translate used to translate “butt welder” (liitoshitsaaja in Finnish) into “flying shit receiver”. Apparently, Google just split the word into “liito”, “shit” and “saaja”, ending up with the comedic translation.

The fact that Finnish has 15 grammatical case endings sometimes makes it complex to research for words in a body text. Not only are the case endings added, but the basis of the word may change: työtön, työttömän, työtöntä, työttömästä, työttömään etc. (unemployed in exemplary various inflections), or: kiinteät kustannukset, kiinteiden kustannusten, kiinteissä kustannuksissa (fixed costs in exemplary inflections).

## THE FUTURE IS PRESENT

There’s no separate future tense in Finnish. Instead, the present tense is normally used for both. “I go home/I’ll go home”, it’s all the same. You will be able to figure out the meaning through the context.

Finnish language doesn’t have any gender bias, as both males and females are referred to as “hän”. One can judge by the context or the person’s name which gender the person in question represents - if it matters. To make things even easier, we use the Roman alphabet!

Even though the challenges are there, the level of automated translations have improved a great deal over the years. But it may take time until they reach up to the level of human made

translations. ■

### ABOUT THE AUTHOR:

**Leena Stark** is a Director at Seventh Sense Oy Ltd. in Helsinki, Uusimaa, Finland.



## UPCOMING EVENTS:

Don't miss out on these upcoming events:

### FIKA WITH THE PRESIDENT

**January 14, 2022, 3pm CET 2pm GMT**

Join CII President Toine Goorts for a monthly break on Zoom. Bring your coffee or your wine, depending on the time and day and your mood and hang out in a causal setting with other members. You can gripe or smile. We don't care which; we just want to see you. The registration link is [here](#).

### 2022 EUROPEAN REGIONAL MEETING

**April 28-30, 2022**

Olhao, Portugal

You can pre-register [here](#).

### CII AGM 2022

**September 2022**

Netherlands

(details to be announced)



# GEOINT: "CHAIR GIRL"

## A CASE STUDY by Brad Trew

Social media can give an investigator a wealth of information to work with. In some instances, more information is needed to further the case and conventional search methods do not work. There are various tools such as Google Image Search, TinEye Yandex, Bing and others that will do online image searches, but these will typically just find other locations hosting the same image. This article we will explore how to examine beyond the surface information by analyzing various available clues in a photograph to gather additional intelligence. This method is commonly referred to as GEOINT (Geospatial Intelligence). These techniques are great in locating subjects, assets, addresses and missing persons. These searches can be very labour intensive and are mostly the result of trial and error, tenacity and fortuitous luck. The reward is that you can develop information and results that traditional methods cannot.

These methods were employed in February 2019 in connection with a video that made international news. That video showed a woman, now infamously dubbed "Chair Girl", throwing a chair off of a balcony onto a Toronto, Canada highway. The video can be viewed [here](#).

News articles identified that the incident took place on Saturday, February 9, 2019 at around 10 a.m. in the Harbour and York Streets area of Toronto. While this video was brief - only a couple of seconds long - there were specific things that could be

gleaned from the clip:

1. she is on the balcony of a high-rise residential building
2. the balcony is built into the footprint of the building
3. there is a room behind her
4. based on the orientation of the video and general knowledge of the area, the videographer was facing east and the chair was thrown to the south. This informs us that the building was located on the north side of the Gardiner Expressway.



An analysis of the area identified the different buildings in the area. Using Google Maps Satellite view, we were able to line up the view from the subject's point of view and determined that only one building could have been the source of the incident, 55 Bremner Blvd, Toronto, ON. This building is part of the Maple Leaf Square



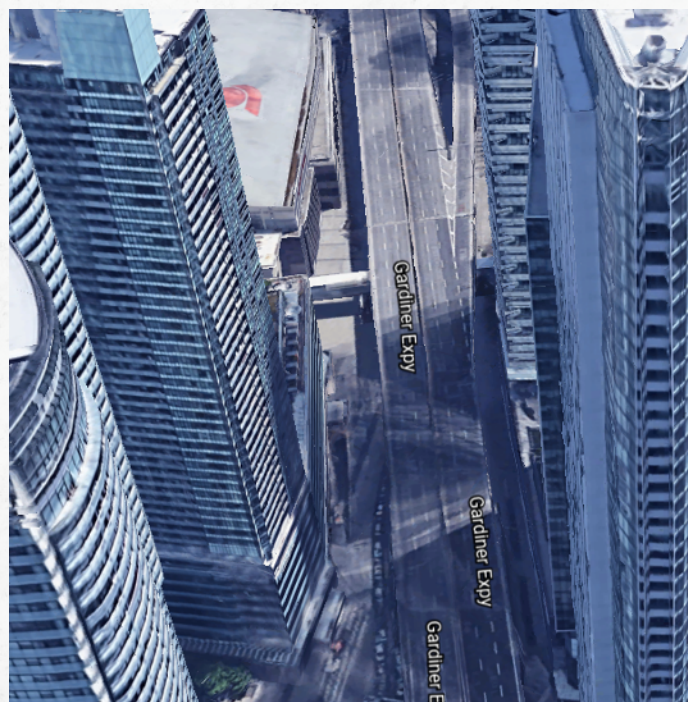
Condo complex.

By matching her position relative to other buildings in the area, we could determine that she is in the 35- 45 floor range (as compared to other buildings in the background, A floor plan for Maple Leaf Square Condos found that floors between 11 and 48 all share the same layout. Only one unit (#08) matched the configuration observed in the video clip. This condo unit had a balcony built into the footprint of the building and had a room at the east side of the balcony as mentioned in points #2 and 3 above:



From the circumstances of the clip, we made a number of assumptions: - the person was not a resident of the building as it was unlikely that she would expose herself in this way and, - that she would damage her own belongings.

Based on this, we believed that she was most likely an Airbnb customer. We conducted searches of the Airbnb rentals at 55 Bremner Blvd and found an ad that showed the same configuration as shown in the video located on the 48th floor.



This information was subsequently provided to Toronto Police Service to aid in their investigation.

The woman, later identified as Marcella Zoia, plead guilty and was sentenced to a \$2000 fine, two years of probation and 150 hours of community service. ■

# “I BELIEVE IN EVIDENCE.

I believe in observation, measurement, and reasoning, confirmed by independent observers. **I'll believe anything**, no matter how wild and ridiculous, if there is evidence for it. The wilder and more ridiculous something is, however, the firmer and more solid the evidence will have to be.”

- Isaac Asimov



Did you make it this far? If so, send an email to [editor@cii2.org](mailto:editor@cii2.org) to be entered into a draw to win a free 1/4 page ad in an upcoming issue of **The Councilor**.