

April 10, 1991

Georgia Mohagheghi  
Claim Representative  
Aetna Casualty and Surety  
1200 Crown Colony Drive  
Quincy, MA 02169

AETNA FILE NO. L6MAA513940RG  
INSURED: DEDHAM SERVICE CENTER

D/O/I: 10/30/87  
INJURY: HEARING LOSS

RE: Thomas Shay  
39 Eastbourne Street  
Roslindale, MA

NWI CASE NO. 12016

Date Assigned: 4/5/91

Date Completed: 4/11/91

THOMAS SHAY  
39 EASTBOURNE STREET  
ROSLINDALE, MASSACHUSETTS  
(617) 327-7380

NWI FILE NO. 12016

AETNA FILE NO. L6MAA513940RG  
INSURED: DEDHAM SERVICE CENTER

ASSIGNMENT: A surveillance for the purpose of observing Claimant's activities.

Boston City Hall  
Boston, Massachusetts

CENSUS: Thomas Shay, YOB 1944, Occup. Administrator  
Mary A. Flanagan, YOB 1961, Occup. Clerical

ASSESSOR: Lists the owner as Mary A. Flanagan; value: \$149,100.00

EXCISE: None listed to Claimant.

RMV: Thomas L. Shay, SSN: 023-32-0490, has an active, Class 3,  
driver's license listed to P.O. Box 44, Dedham, MA; DOB:  
7/5/44; height: 5'11", Exp. 7/5/94. Claimant has a black  
1986 Century, MA Reg 125 LLO, listed to 39 Eastbourne  
Street, Roslindale, MA, Exp. 5/91.

Date:  
April 9, 1991  
6:00 a.m.

Location:  
39 Eastbourne Street  
W. Roxbury, MA

Investigator arrived at the above location and observed the residence to be a white, single family dwelling with the center entrance and driveway located on the right.

Investigator observed a light blue Oldsmobile, MA Reg 196 TGG, parked in front of the residence and a white Cadillac backed into the driveway.

At 7:50 a.m. Investigator observed a white male exit the house with a young female. Investigator followed, but was not able to maintain sight of the vehicle in traffic. Investigator returned to Claimant's residence, but Claimant did not return.

At 8:30 a.m. Investigator proceeded to Rolling Wrench Auto Body to set up a surveillance position. No Claimant activity was observed.

At 9:45 a.m. Investigator placed a telephone call to Rolling Wrench Auto Body. Investigator was informed that Claimant was due in about 11:00 a.m. Investigator returned to Rolling Wrench and set up a surveillance position.

At 10:30 a.m. Investigator observed a light blue Oldsmobile arrive at Rolling Wrench and parked in the parking area on the right side of the driveway.

At 12:00 p.m. Investigator proceeded to a telephone and placed a telephone call to Rolling Wrench. Investigator was informed that Claimant had just left and should be at "his other place" in West Roxbury later in the day. Claimant's brother related Claimant's other place is Shay's Auto Body, located at 90 Spring Street in West Roxbury, MA. Investigator advised Claimant's brother that Investigator would telephone Claimant later. Investigator departed the area.

At 3:45 p.m. Investigator arrived at Shay Auto Body and Automotive, 90 Spring Street, West Roxbury, Massachusetts and observed Claimant to be a white male, 5'8" tall, weighing 190 pounds and balding. Claimant was wearing a blue and white shirt and blue trousers. Claimant was standing in the doorway of

a bay.

At 4:30 p.m. Investigator proceeded to place a telephone call to Shay Auto Body at 327-3269, spoke to Claimant. Investigator departed the area.

**Date:**  
April 10, 1991  
9:00 a.m.

**Location:**  
Shay Auto Body  
90 Spring Street  
West Roxbury, MA

Investigator arrived at the above location and observed Claimant standing in the doorway of the bay. Claimant was wearing dark work clothes and sneakers. Claimant appeared to pace back and forth as though Claimant was waiting for someone. Investigator did not observe any other people in the area.

Investigator proceeded to a telephone and called Claimant. Investigator returned to Shay Auto Body just as Claimant was leaving. Claimant left via a back exit and Investigator was not able to find him.

At 10:00 a.m. Investigator departed the area and proceeded to Boston City Hall to obtain Claimant's business certified for Claimant's company.

OBSERVATIONS:

On April 9, 1991, Investigator conducted an early morning surveillance at Claimant's residence. Claimant left the residence and Investigator lost contact. Investigator then proceed to Rolling Wrench Auto Body and spoke with Claimant's brother. During conversation, Claimant's brother stated Claimant has his own business called Shay's Auto Body located at 90 Spring Street in West Roxbury, MA.

On April 10, 1991 Investigator observed Claimant at Shay's Auto Body in West Roxbury. Claimant is a white male, approximately 190 lbs with short brown hair and balding on top.

Claimant filed for a Business Certificate on March 19, 1991.

Investigator spoke with Claimant on April 9, 1991 and April 10, 1991 and detected no impairment.

Investigator believes Claimant travels between Rolling Wrench Auto Body and Shay Auto Body.

ENCLOSURES:

VIDEOTAPE

2 STILL PHOTOS

May 15, 1991

Georgia Mohagheghi  
Claim Representative  
Aetna life and Casualty

AETNA FILE NO. L6MAA513940RG

D/O/I: 10/30/87  
INJURY: HEARING LOSS AND HEADACHES

RE: Thomas Shay  
39 Eastbourne Street  
Roslindale, MA

NWI CASE NO. 12016 A

Date Assigned: 05/07/91

Date Completed: 05/13/91

THOMAS SHAY  
39 EASTBOURNE STREET  
ROSLINDALE, MA

AETNA FILE NO. L6MAA513940RG

NWI FILE NO. 12016A

**ASSIGNMENT:** A surveillance for the purpose of observing activity contrary to Claimant's disability.

**BACKGROUND INFORMATION OBTAINED FROM PREVIOUS INVESTIGATION:**

**CENSUS:** Thomas Shay, YOB 1944, Occup. Administrator  
Mary A. Flanagan, YOB 1961, Occup. Clerical

**ASSESSOR:** Lists the owner as Mary A. Flanagan; value: \$149,100.00

**EXCISE:** None listed to Claimant.

**RMV:** Thomas L. Shay, SSN: 023-32-0490, has an active, Class 3, driver's license listed to P.O. Box 44, Dedham, MA; DOB: 7/5/44; height: 5'11", Exp. 7/5/94. Claimant has a black 1986 Century, MA Reg 125 LLO, listed to 39 Eastbourne Street, Roslindale, MA, Exp. 5/91.

**Date:**  
May 9, 1991  
1:30 p.m.

**Location:**  
90 Spring Street  
West Roxbury, MA

Investigator arrived at the above location and observed Claimant's auto body shop to be closed for business. Cars from the auto sales business next door were blocking the bay door (SEE VIDEO). Investigator called the number for Shay's Auto Body but never received an answer. Investigator called Claimant's home and again received no answer. Investigator departed at 2:30 p.m.

**Date:**  
May 13, 1991  
6:00 a.m.

**Location:**  
39 Eastbourne Street  
Roslindale, MA

Investigator arrived at Claimant's residence and observed his blue Oldsmobile, MA Reg 196 TGG, parked in front of the house. A white Commercial van, MA Comm A60 443 was parked in the

driveway. Investigator set up a surveillance position at the intersection of Beech and Eastbourne Streets. At 7:55 Claimant exited the house and departed in the blue Oldsmobile. Claimant stopped and dropped off a young boy at school and then proceeded to Boston Community Services, Roslindale (SEE VIDEO). Claimant entered and then exited five minutes later. Investigator followed Claimant to E Street in South Boston. During the route, Claimant pulled over once for no apparent reason. Investigator lost contact with Claimant on E Street but located the vehicle at Rolling Wrench Auto Body, 385 Dorchester Avenue in South Boston.

**Date:**  
May 13, 1991  
9:20 a.m.

**Location:**  
385 Dorchester Avenue  
South Boston, MA

Investigator set up surveillance where the open bay could be observed. There is no location on this area where surveillance can be conducted unobserved. Investigator requested an additional investigation to go inside Rolling Wrench and video Claimant, since Investigator believes Claimant can identify him. At 10:15 a.m. Investigator #2 entered Rolling Wrench with a hidden camera while Investigator #1 took up surveillance from the parking lot. Investigator #2 entered the establishment and observed Claimant waxing a vehicle (SEE VIDEO). Investigator inquired as to whom to seek assistance from and a white male with black hair and a moustache turned to Claimant and said "Tommy, can you take care of that?" Claimant finished waxing and spoke with Investigator #2. Both men exited Rolling Wrench and examined damage on Investigator's car (SEE VIDEO). Claimant identified himself as "Tommy" and gave an estimate of



\$300.00 for repair. Claimant wore no hearing aids and showed no signs of impairment when speaking and listening. Claimant then gave Investigator a business card and Investigator departed (SEE VIDEO). Investigator #1 departed at 11:30 a.m.

**Date:**  
May 13, 1991  
3:00 p.m.

**Location:**  
385 Dorchester Avenue  
South Boston, MA

Investigator arrived at the above location and observed Claimant's blue Oldsmobile still parked in front. Investigator placed a call to Claimant and confirmed he is still at work. Investigator departed at 3:30 p.m.

**OBSERVATIONS:**

Investigator observed Claimant to be a white male, 5'11", 195 pounds, with short graying hair. Claimant has a beer belly and was observed wearing a gray t shirt and dark pants. Claimant appears to be in his late forties.

On May 9, 1991 Investigator performed an afternoon activity check at Shay's Auto Body. The shop appears to be closed. A phone call to the shop received no answer.

Investigator performed an early morning surveillance on May 13, 1991. Investigator conducted a mobile surveillance and followed Claimant to "Rolling Wrench Auto Body Shop" in South Boston. Investigator one and two took video of Claimant working within shop waxing a car and outside the shop performing a damage estimate (SEE VIDEO). Investigator made physical contact with Claimant and detected no hearing impairment. Claimant did not wear a hearing aid (SEE VIDEO). Claimant produced a business

card (enclosed) and gave it to Investigator. Investigator performed an afternoon activity check and found Claimant at Rolling Wrench and working.

**ENCLOSURES:** VIDEO TAPE  
STILL PHOTOS

mg/mg/ss

October 30, 1991

Georgia Mohagheghi  
Claim Representative  
Aetna life and Casualty  
1200 Crown Colony Drive  
Quincy, MA 02169

AETNA FILE NO. L6MAA513940RG

D/O/I: 10/30/87  
INJURY: HEARING LOSS AND HEADACHES

RE: Thomas Shay  
39 Eastbourne Street  
Roslindale, MA

NWI CASE NO. 12016B

Date Assigned: 06/11/91

Date Completed: 07/08/91

P.

THOMAS SHAY  
39 EASTBOURNE STREET  
ROSLINDALE, MA

AETNA FILE NO. L6MAA513940RG

NWI FILE NO. 12016B

ASSIGNMENT: Determine if Claimant has an arrest record.

BACKGROUND INFORMATION OBTAINED FROM PREVIOUS INVESTIGATION:

CENSUS: Thomas Shay, YOB 1944, Occup. Administrator  
Mary A. Flanagan, YOB 1961, Occup. Clerical

ASSESSOR: Lists the owner as Mary A. Flanagan; value: \$149,100.00

EXCISE: None listed to Claimant.

RMV: Thomas L. Shay, SSN: 023-32-0490, has an active, Class 3, driver's license listed to P.O. Box 44, Dedham, MA; DOB: 7/5/44; height: 5'11", Exp. 7/5/94. Claimant has a black 1986 Century, MA Reg 125 LLO, listed to 39 Eastbourne Street, Roslindale, MA, Exp. 5/91.

We were able to obtain Claimant's driving history for the past four years from 07/03/91. Claimant has had no active driving offenses in the past four years.

We checked with the MA Probation Department for any criminal record on the Claimant. We were advised that according to the CORI Law, that an attorney has to request permission from the Court to release criminal background on the Claimant, other than driving history.

ENCLOSURES: DRIVING HISTORY  
RMV INFORMATION

al/nmc