



**The State of New Hampshire**  
**Insurance Department**  
21 South Fruit Street, Suite 14  
Concord, NH 03301

37 - 6/17/26

**David J. Bettencourt**  
Commissioner

**Keith E. Nyhan**  
Deputy Commissioner

May 29, 2026

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

In accordance with RSA 94:6, the Insurance Department respectfully requests to place Brian Caldwell at the sixth step for the position of Insurance Fraud Director (9U525), unclassified salary grade FF, earning \$109,601.00 annually, effective upon Governor and Council approval. Funding is 100% agency income.

**EXPLANATION**

The Insurance Department's Fraud Director plans, implements and supervises the units' objectives and activities relating to the detection and investigation of insurance fraud. The director serves as the primary liaison and works in collaboration with the National Association of Insurance Commissioners Anti-Fraud Task Force, state/county/federal prosecution offices, senior insurance company management, special investigation associations and local law enforcement agencies. The director supervises two senior insurance fraud investigators and an assistant.

Mr. Caldwell has 20+ years' director level experience overseeing insurance investigative services and managing supervisory personnel. His deep experience in operations and management within the industry make him highly qualified to oversee the implementation of a new fraud team at the Insurance Department and lead the department to expand its impact in the fight against fraud. Mr. Caldwell is an accomplished professional and ideally suited for the director position. The value he will bring to the Department, in our opinion, warrants the advanced salary step requested herein.

The Insurance Department is seeking approval from Governor and Council to compensate Mr. Caldwell's unclassified position at the annual salary of \$109,601.00 with a starting date of July 10, 2026. The source of funds is 100% agency income.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "D.J. Bettencourt". The signature is fluid and cursive, with a prominent initial "D.J." and a long, sweeping tail on the "t" of "Bettencourt".

David J. Bettencourt  
Insurance Commissioner

# Brian Caldwell FCLS



## Professional Summary

Certified Corrections Officer with the rank of Corporal, FCLS certified. An innovative, dedicated, hardworking, loyal, and effective leader with deep operational, Management and sales experience consisting of over 30 years of professional Operational and Management. A proven knowledge of customer needs and assessments, and customer retention and marketing needs.

## Experience

### Certified Corrections Officer

New Hampshire State Prison, Concord, NH, December 2024-Present

- Responsible for the care, custody and control of sentenced inmates.
- Maintains security in buildings, towers, and other posts of an adult correctional facility, intervenes during emergencies or altercations, and gains physical control of offenders. Supervises, escorts, and/or transports the movement of offenders inside and outside the correctional facility, conducts periodic counts, and searches offenders and their living quarters for contraband.
- Supervises housing units and offenders during work, recreational, and religious activities; conducts health and safety hazards inspections. Performs random and specific searches of inmates and visitors to prevent the introduction of contraband into the facility. Conduct searches of housing, buildings, physical plants, supply areas, and personal property for weapons and contraband by following institutional procedures and guidelines.
- Conduct interviews and obtain statements of victims, witnesses, suspects, and other involved parties during incidents. Prepares appropriate tracking, reports, and documentation pertaining to occurrences, actions, and incidents detailing concerns or violations for use in disciplinary and mitigation proceedings.
- Discusses issues and minor adjustment problems with offenders and refers more severe concerns to superiors or proper correctional facility staff. Promotes rehabilitation by modifying the offender's social attitudes, discouraging undesirable behaviors, and

encouraging worthwhile activities utilizing effective verbal communication skills to direct, mentor, and de escalate encounters while performing their daily duties.

- Detains offenders, forcibly if necessary, using handcuffs and other restraints; subdues resisting offenders using maneuvers, approved non-lethal and lethal, if necessary, within the scope outlined in NH RSA 627; Justification Utilizes weapons (non-lethal and lethal), and hands and feet in self-defense to establish safe control for the safety of staff, other residents, and the community.
- Performs rescue functions as a first responder within correctional facilities and grounds by administering emergency medical aid and evacuating offenders, visitors, and staff from dangerous situations, communicating with other agency members and outside emergency medical resources for response in the pursuit of providing life-saving measures. Implements protective protocols and utilizes appropriate gear and tools for disease prevention, health and safety, overdose of substances, and exposure to violence.
- Utilizes several technological tools and devices while performing diverse security and administrative duties, including but not limited to handheld radios, recording devices, computers, security control panels, taser, and firearms. Enters and accesses records and protects confidential criminal justice data stored in various information systems.
- Maintains all ongoing training requirements of the DOC and the New Hampshire law enforcement as outlined in NH RSA 106-L including but not limited to mental health training, post-traumatic stress disorder, ethics, unconscious bias, diversity and Alzheimer's disease and other related dementia.
- Acts as ex officio constable with general police powers (including arrest) within the confines of the corrections facility when in pursuit of persons who have committed violations in the facility complex or when transporting a court-committed resident.

## **Executive VP of Account Management, Thomasville, NC**

Advantage Surveillance LLC, June 2022-October 2023

- Built and established strong relationships with customers, enabling long-term partnerships.
- Evaluate client relations while brainstorming ways to improve products and provide quality customer service.
- Provide product information to customers and align products with customer needs to boost satisfaction.
- Build solid client relationships with key decision makers, high level executives, and their team members to ensure customer satisfaction and organic growth of accounts.

- Responsible for all processes of the sales cycle for implementing investigative programs to create new revenue streams and business opportunities specifically with insurance carriers, third-party administrators, law firms, Insured, and Self-Insured entities across the multi lines of insurance.
- Oversee investigative work product from intake to delivery ensuring compliance with diverse client directives.
- Communicate between the Client and Internal Operations to establish and ensure compliance with client workflows, instructions, best practices, and expectations.
- Analyze productivity metrics to include cycle times, key performance indicators and return on investment.
- Continue to maintain and grow a book of business starting at 2.5 million to over 4 million currently.

## **VP of Regional Operations, Thomasville, NC**

Advantage Surveillance LLC, December 2020- June 2022

- Responsible for the direct supervision of the Operational staff, which included 11 Operations Managers, 2 roving managers and approximately 150 investigators, with an annual revenue of approximately 19 million dollars.
- Assisted with the development of managers and investigators, which included the proper use of company equipment and surveillance “best practices”, as well as company policies.
- Assisted in creating a training program for new investigators and trainers.
- Assisted the VP of Operations with the growth of investigative staff and management.

## **Director of Operations, Manchester, NH**

Capital Investigating LLC, January 1999- December 2020

- Oversaw all investigative operations, sales operations and administrative functions.
- Implemented a Special Investigations Unit, as well as a Social Media Research Department.
- Interpreted monthly P&L reports, productivity reports, sales reports, and management reports.
- Responsible for directing surveillance investigations throughout our coverage area through management of supervisory personnel.
- Created and distributed monthly productivity reports and management reports to maximize gross and net margins.
- Hired and trained new supervisors of surveillance and claims investigations, as well as field investigators.

- Worked in tandem with account management personnel on account maintenance and business development.
- Coordinated and directed financial or budget activities to fund operational needs and increase efficiency.
- Established and implemented policies, goals, objectives, and procedures in conjunctions with the CEO and staff members.
- Reviewed financial statements, sales and activity reports, and other performance data to measure productivity.
- Orchestrated administrative activities directly related to making products or providing services.
- Directed and coordinated activities of business or departments concerned with product, pricing, sales, or distribution of products.
- Demonstrated and supported continuous improvement and growth mindset.
- Met deadlines while maintaining a high-quality work product.
- Collaborated with departmental leaders to establish organizational goals, strategic plans and objectives.
- While serving as the Director of Operations, the company more than doubled in size, going from 3 managers and 35 investigators to 7 managers and 90 investigators, as well as adding 10 support employees. Revenue increased from approximately 2.5 million to approximately 6 million.

## **Private Investigator, Boston, MA**

Pinkerton Security/ Caldwell Investigating and Consulting November 1998- January 2000

- Responsible for the investigations of all reported criminal activity on and around Brigham and Women's Hospital and conducted private investigations in and around the Boston, MA area.
- Testified at hearings and court trials to present evidence.
- Conferred with establishment officials, security departments and police departments to identify problems, provide information, and or to receive instructions.
- Exposed fraudulent insurance claims and stolen funds.
- Conducted personal background investigations such as pre-employment checks to obtain/verify information on individuals background and personal history.
- Observed and documented activities of individuals to detect unlawful acts and to obtain evidence for cases.
- Obtained and analyzed information on suspects, crimes, and disturbances to help solve cases, identify criminal activity and gather information for court cases.
- Searched computer databases, credit reports, public records, legal findings, and other resources to locate persons and to compile information for investigations.
- Completed final reports and cases summaries to document investigations.
- Received letter of accommodation from the Drug Enforcement Administration.

## **SGT. Shift Supervisor, Westmoreland, NH**

Cheshire County Department of Corrections, September 1995 - November 1998

- Utilized a variety of Management and administrative skills to ensure the safety and security of all inmates.
- Responsible for training and managing correctional staff.
- Supervised booking, releasing and transportation of inmates.
- Conducted qualifications for firearms certification for transport personnel.
- Established a firearms training manual and was the dedicated firearms instructor for the Department of Corrections.
- Worked directly with the Federal Bureau of Prisons to transfer inmates to and from court proceedings.

## **Military Service/Education**

United States Marine Corps, December 1991- December 1995

New Hampshire Technical Institute, Criminal Justice, 1995-1996

Corrections Academy, Police Standards and Training, 1996

Field Training Officer Academy, Police Standards and Training, 1996

Sergeants Academy, Police Standards and Training, 1997

Smith & Wesson Pistol Academy, Certified Pistol Instructor, 1997

Reid Interviewing and Interrogation Course, 1999

Reid Advanced Interviewing and Interrogation Course, 2000

American Educational Institute Inc., Fraud Claim Law Specialist, 2023

Corrections Academy, Police Standards and Training, 2024

## **Skills**

Customer Loyalty, Account Planning and Management, Customer Relations, Consultative Sales Approach, Addressing Questions and Concerns, Coaching and Training, Team Building and Goal Setting, Fraud Investigations, Time Management, Conflict Resolution

Personal and Professional references available upon request.