

Crisis Solutions



In the face of evolving global security threats, we provide world class support for businesses and individuals through insurance and risk consultancy expertise. Here is a summary of the types of crisis we respond to and the coverage and support we provide through our consultant partners.

Cover can be used multiple times for different crises and typically includes: ransom costs, legal liabilities, crisis consultancy costs, death and disability payments and additional expenses.

Core insurance covers



Extortion

Covers illegal threats to kill, injure, abduct clients' people, to damage property or disseminate trade secrets or confidential information.



Hijack

Covers hijacks, when people are held against their will while travelling. Example scenarios include plane hijackings, protracted carjackings and water vessel seizures.



Detention

Covers any detention (eg by government authorities) lasting over 3 hours and unrelated to a proven criminal offence or to failure to produce correct documentation.



Disappearance

Covers investigation costs following the disappearance of an insured person who has been missing for more than 48 hours, whatever the reason.



Kidnap

Covers any alleged, attempted or actual kidnap via the industry leading support AIG's global response partner NYA.



Security Evacuation

Covers the extraction of internationally based personnel from any location worldwide should the security environment significantly deteriorate. Cover can be extended to salaries and relocation costs.



Express Kidnap

Covers shorter term abductions typically of a few hours with the intention of rapid financial gain (such as repeatedly forced withdrawals from an ATM).



Threat

Crisis consultancy for initial threat assessment and additional security recommendations so clients can respond immediately to any concern and resolve before matters get out of control.

Crisis Solutions Differentiators



Local Expertise

This means we are, able to support our clients with local market knowledge and expertise wherever they are located and wherever their people might go.



Global Response

Our global response partner has the largest response team in the industry located across 16 strategic centres worldwide. This means we can deliver immediate expert response, regardless of industry sector, operational environment or crisis complexity wherever our clients need us.



Crisis Management Tools

Our tools and prevention services including our free Travel Assistance app and our online country and security risk portal GlobalWatch, help reduce clients' loss likelihood by adding layers of defence to domestic and overseas programmes.

For more information, please contact:

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