

**Prevention • Response • Insurance**



# Crisis Solution

**In a world filled with increasingly complex threats, employers need more than insurance to keep their people safe.**

At AIG, we provide a holistic crisis management solution that identifies and mitigates risks to employees before they occur, as well as delivering a best in class response service and broad insurance cover. All of our clients benefit from:



## Prevention Training

**Complimentary tailored prevention services in addition to the market standard Risk Mitigation Allowance.**

**Expertise:** Access to a large community of Risk and Security Managers, whose insight will help shape an organisation's strategic approach to 'people risk' and its implementation - helping clients meet their duty of care obligation.

**Breadth:** Not simply limited to kidnap and ransom scenarios, our prevention services cover a wide-range of people risks, from boardroom level guidance and crisis planning to personal security advice for business travellers.

**Intelligence:** Pro-active intelligence and training services are delivered online or face to face. Through our Global Watch website, clients also have complimentary access to travel information, country guides, city reports and daily alerts.

## Response Services

**AIG's response consultancy – NYA International – retains the largest crisis response team in the industry and has over 25 years' experience advising on incidents across the globe.**

**Global:** NYA's response consultants are strategically positioned across North America, Europe, Africa and Asia Pacific. This allows for a rapid response to incidents worldwide, along with in-depth regional and cultural understanding.

**Experienced:** Following a rigorous selection process, consultants complete a unique and demanding training program designed to ensure clients have access to the highest quality individuals when they need them most.

**Unique:** NYA is the only response team of its kind to deploy up to four consultants: two each to a company's headquarters and the incident location. This wide-ranging support provides maximum levels of advice and continuity during the crisis management process.

**Assistance:** Medical and travel assistance is provided by AIG's own crisis consultancy, AIG Travel. Through seven assistance centres worldwide, AIG Travel also delivers swift corporate evacuation capabilities for natural disasters and political crises across the globe.

## Insurance Cover

**With over 45 years' K&R experience, our dedicated global underwriting team has the deep industry knowledge to recognise the threats clients face.**

**Broad:** Our flexible umbrella wording doesn't include unnecessary restrictions limiting the destinations covered. We offer consistent, compliant cover worldwide.

**Customer Centric:** AIG's seasoned claims specialists work in conjunction with world leading law firms to deliver sensitive client support and timely loss reimbursements in complex environments across the globe.

**Aligned:** We can offer a single insurer solution across multiple business lines, enabling clients to benefit from cost savings, coordinated cover and a seamless claims experience.

### Cover Alignment

#### K&R and A&H

Complex evacuation cases can involve both political and medical scenarios. AIG Travel has the expertise and global network to manage a coordinated response incorporating both K&R and A&H cover.

#### K&R and D&O

Duty of care claims can fall between D&O and K&R policies. A single insurer solution ensures there are no coverage gaps and claims are settled swiftly.

For more information on our Crisis Solution products, please contact your local underwriter:

#### SYDNEY

2 Park Street  
Sydney NSW 2000  
Tel: 1 300 030 886

#### MELBOURNE

717 Bourke Street  
Docklands VIC 3008  
Tel: 1 300 030 886

#### BRISBANE

10 Eagle Street  
Brisbane QLD 4000  
Tel: 1 300 030 886

#### PERTH

77 St. George's Terrace  
Perth WA 6000  
Tel: 1 300 030 886



[www.aig.com.au/CrisisSolutions](http://www.aig.com.au/CrisisSolutions)

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