

Insurance
Crisis
Management



XL CATLIN

Kidnap & Ransom



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We understand that protecting your business means protecting your employees. This duty of care requires more than an insurance policy.

A kidnapping in Nigeria, product extortion in France, a wrongful detention in China – in today's globalised world, companies and individuals face security risks wherever they operate or live.

Threats to personal and corporate security can come from anywhere. When they do, they are sudden and unpredictable and need a swift, organised and expert response.

Flexible cover and expert crisis response

XL Catlin can provide financial protection against these complex and constantly changing risks. Our Kidnap and Ransom insurance offers a range of cover options tailored to your needs, combined with expert risk management and crisis response to help you manage any situation and recover quickly.

As well as peace of mind that all your financial costs will be covered, you'll have 24/7 access to advice and consultancy from world-leading security experts S-RM.

S-RM, our exclusive crisis response partners

S-RM is a world-leading provider of business intelligence, risk management and cyber security services globally. Their experienced crisis management team have collectively managed over 1,000 kidnap, extortion and crisis events across the globe.

You'll be able to call on S-RM's experts as soon as an actual or suspected incident happens. We'll also contribute part of your premium towards training, advice and planning so you can prepare for and prevent incidents from happening.

Am I at risk?

You don't have to be a billionaire or a foreigner working in a war zone to be a target for kidnap or extortion. You can find yourself at risk just because of where you travel, where your operations are based, your public profile or your industry. Some sectors carry a higher risk because of the nature of their business, or the locations that they tend to work in, such as:

- Oil & gas
- Mining
- Construction
- Engineering
- Media and journalists
- Humanitarian and aid agencies
- Telecommunications
- Aviation
- Finance
- Security
- Maritime

Case study: Pakistan Kidnap

In an apparently well-researched and targeted abduction, two local employees of a European-based oil and gas company (one directly-contracted and one sub-contracted) were abducted by an internationally-proscribed terrorist organisation in Khyber Pakhtunkhwa. Upon making initial contact, the kidnappers, who claimed to represent the Tehrik-i-Taliban Pakistan demanded a ransom in excess of USD1.5m against a threat of execution. Making clear its firm no-payment policy, the client's crisis management team, advised by a response consultant, presented a response led 'as if' by the two families and following a successful negotiation lasting just over one month, both men were released unharmed following the delivery of a payment amounting to a tiny percentage of the initial demand.

We'll help to prepare, plan and prevent

From the day you take out your policy, you will have access to one of the best pre incident and risk management training programs on the market, through our security partners S-RM.

We believe in helping our clients prepare for the risks they'll face and, if possible, prevent incidents happening, so that's why we devote some of your premium to training, planning and risk assessment.

Expert consultancy from S-RM

As soon as you take out your policy, we'll arrange an initial consultation with S-RM to look at your current procedures and advise you on steps you can take to identify, prevent and manage your kidnap, ransom and extortion risks. This pre incident consultation includes:

Risk assessment and audit

- To help you identify your vulnerability to kidnap, ransom and extortion threats.

Cyber and physical security planning

- To advise you on practical steps you can take to reduce your risks, including preventing cyber extortion.

Security training

- To train your people to help them understand how they can reduce their security risks.

Crisis management planning

- To help you draw up a crisis management plan, which everyone can adopt and buy into.

Crisis Management Training

- To help you train your internal crisis management team to respond effectively to an incident.

Full access to Global Security Insight (GSI)

As part of our prevention services, you'll also get access to the Global Security Insight (GSI) platform, a market leading security analysis tool created by S-RM. With over 200 countries covered in its modelling, it can help you understand the risks you'll face from threats such as kidnap, crime and extortion, no matter where you are travelling or doing business around the world.

Updates on current trends

We'll also keep you up to date with regular newsletters highlighting current political trends, as well as latest advice on safe travel in potentially high threat areas. These updates are developed by an expert team whose detailed regional knowledge comes from over a decade of delivering Risk Services in emerging markets.

Case study: USA Threat

An international music group was approached by an individual claiming to be the intellectual founder of the band, demanding that he be paid significant royalties as recognition of the individual's contribution to the success of the band. The threat source visited personal residences of the band members seeking payment. A crisis response consultant was immediately assigned to provide a threat assessment and advise the client on how to manage the threat. Measures were taken to block any further phone or in person contact from the threat source with members of the group, while placing surveillance on the threat source to ensure he was not afforded the opportunity to approach and harm the client and/or their family members. The threat source eventually returned to his home over 1000 miles away, making no further threats or contact with the group.



We'll cover you at all costs

As well as the emotional trauma, the financial impact of a crisis can be devastating for companies, individuals and families. Our Kidnap and Ransom cover offers complete peace of mind. We'll cover you and reimburse all of the costs and expenses you have to pay both during and after the event.

Market-leading cover

We offer one of the most comprehensive insurance in the market, covering a wide range of risks, including:

- Kidnap
- Extortion
- Cyber Extortion
- Products extortion
- Hijack
- Wrongful detention
- Threat
- Disappearance
- Express kidnap
- Hostage crisis
- Child Abduction
- Assault

All costs and expenses paid

We reimburse all financial costs, including:

- Ransom
- Ransom in transit
- Legal liability
- Personal accident
- Salaries of the victim(s)
- Temporary security measures
- All travel and accommodation costs
- Interest on loans
- Medical and legal costs
- Psychological counselling costs
- Public relations costs
- Rest and rehabilitation costs
- Unlimited crisis consultants' costs

You can also extend your cover to include:

- Business interruption
- Cyber extortion business interruption
- Emergency security evacuation
- Product recall expenses

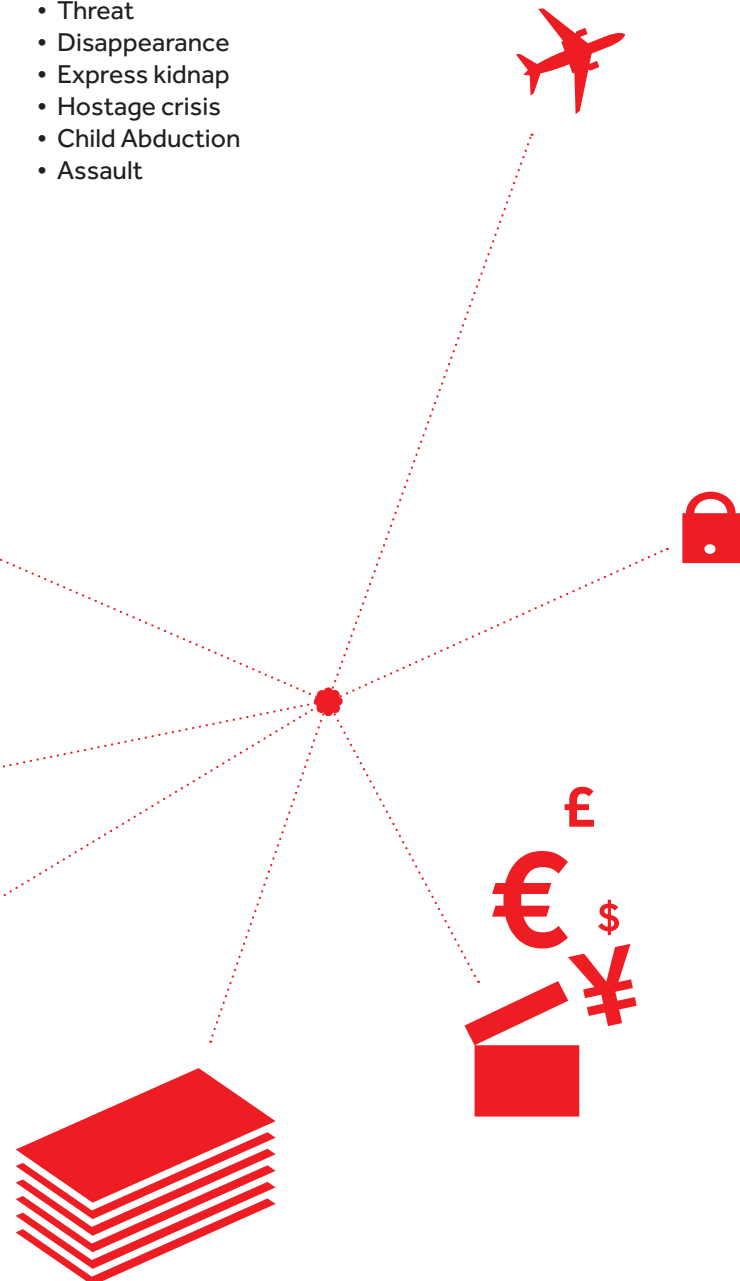
Case study: Gabon Emergency Evacuation

Following the layoff of an employee in Port-Gentil, Gabon, the French Regional Director of this major European Company was physically threatened by the employee, who also stated he had police relationships.

The next day, local police stormed into the office of the company in Port-Gentil and tried to arrest the Regional Manager. As they had no official warrant, they took his assistant, a local national, to the police station where she was interrogated until the evening. In the discussion that followed her detention, the assistant was informed that the police wanted to have CFA85 million (USD147k) otherwise they would put the Regional Manager in jail.

A crisis response consultant was assigned, and a quick assessment resulted in the prompt decision to evacuate the Regional Manager from the country. At that time, the police came back with a warrant to the office but the Regional Manager was already on route to the consulate. Fortunately, due to a good plan and cooperation between the consultant, the consulate, the French military and the Regional Director, an official but discreet security detail was put in place to secure his immediate evacuation.

The Regional Director was able to bypass different barriers and series of attempts made by the Local Police forces to make an arrest, and was eventually able to fly safely from Port-Gentil to Libreville and from Libreville to Paris.



We'll be there for you 24/7

World-leading response services

S-RM provide XL Catlin clients with an unrivalled combination of business intelligence, risk management and cyber security support that's designed to both prevent risk and manage incidents, offering full corporate resilience.

The depth of their expertise is built on the diverse experience and background of their crisis management consultants – including within the FBI and CIA, and from international armed forces, police forces, hostage crisis negotiation units and global risk consulting companies. Over the last two decades, S-RM consultants have handled over 1,000 kidnap, extortion and crisis cases, including terrorist kidnappings and cyber response.

With consultants strategically located across the globe, S-RM are able to respond quickly whenever and wherever an incident happens. The five main hubs in London, Cape Town, Rio de Janeiro, New York, and Hong Kong are supported by a further 12 regional offices.

Collectively, S-RM consultants speak over 25 languages fluently, and already support clients in over 140 countries. The S-RM crisis management response protocols are unique.

Continuing care after the event

S-RM will provide expert advice and assistance throughout an incident – and go on helping after it's all over.

We'll be there to offer any post-incident care that might be necessary. This includes psychological support and critical incident stress debriefing to victims and their families using highly experienced professionals.

Why choose XL Catlin?

- We have the largest Lloyd's Syndicate and can also write on company paper
- We have one of the largest capacities in the market of USD100 million
- We have underwriting operations in London, Guernsey, New York, Hong Kong and Sydney
- Our strength and capacity allows us to be flexible, tailoring cover to fit client needs
- We offer access to world-leading kidnap response and crisis management expertise through our security consultants S-RM
- We'll be there 24/7 when you need us and settle claims quickly and efficiently
- You also get access to our GSI platform, a market leading security analysis tool
- We offer an extensive suite of Crisis Management products to meet your needs including: International Crisis Response; Political and Natural Disaster Evacuation; Security Risk Protection; Workplace Violence and Stalking Threat. For more information, please contact us or speak to your broker.

Case study – Cyber Extortion in London

S-RM services were engaged by a client who owns and runs a small investment firm out of an office in London. The client had been made aware of a number of transactions that transferred funds from his investment accounts to unknown bank accounts around the world. S-RM was called in to investigate the breach and provide mitigating controls and advice.

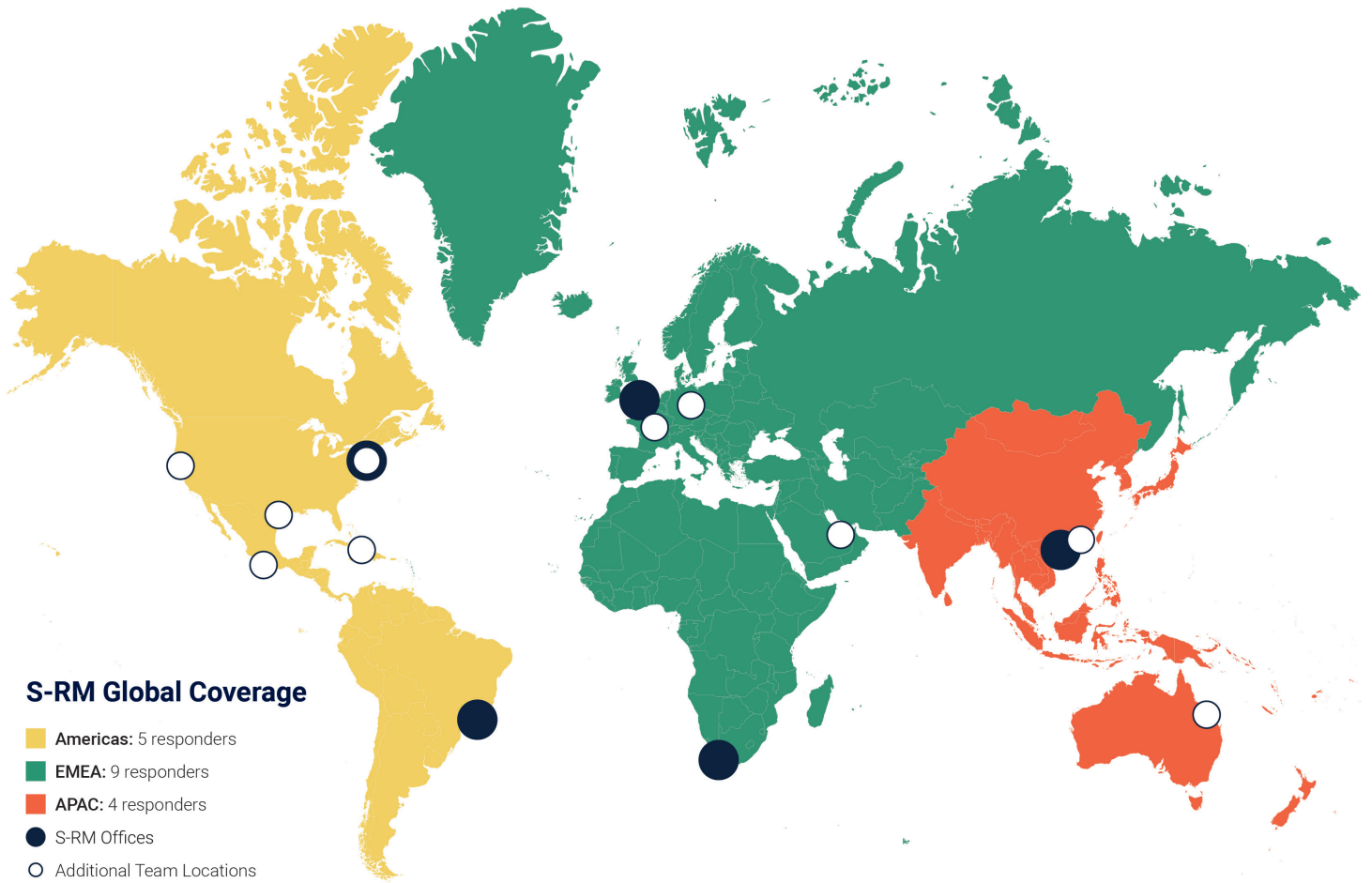
On investigation it was found that the client had received a phishing email from a trusted partner who had also fallen victim to their email being compromised. This email resulted in the client giving away his email credentials, which the perpetrators then used to authenticate to an intermediary financial company. This company was manipulated to instruct investment banks to transfer funds to off shore accounts.

The client's email account was then fraudulently configured to delete all emails pertinent to these transactions, resulting in the client being completely unaware of the correspondence.

When the client's spouse was finally contacted by phone from the investment bank, the criminals had already stolen approximately GBP650k. The authorities are currently investigating the theft and attempting to trace the funds. S-RM was able to provide:

- Immediate consultation and practical remediation advice to implement the emergency controls required to prevent further loss
- Forensic imaging of all devices for future investigation
- A detailed investigation and assessment. This included but was not restricted to the following: timelines, technical details of how the breach was conducted, logs from email accounts of client and intermediary financial company and mitigating controls to prevent further breaches
- Personalised cyber awareness training.

S-RM's global network



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