



What to do in a crisis

CALL



XXXXXXXXXXXX
XXXXXXXXXXXX

Your call will be answered by one of our multi-lingual operators,

24/7/365. Essential information will be immediately forwarded to the operations team.



CRISIS RESPONSE CENTRE

INVESTIGATION



The Duty Manager will call you straight back to obtain additional information and details of the incident.

The Duty Manager will provide you with immediate advice and guidance; and maintain contact with you and/or your broker through to resolution. Where appropriate, we will deploy an experienced security consultant to provide on-the-ground support.



SUPPORT

RESPONSE



Our Operations Director will assume overall control of the response and maintain channels of communication with the insurer and broker as appropriate.

