

**EMERGENCY PROCEDURES**  
**IN THE EVENT OF**  
**KIDNAP & RANSOM/EXTORTION**

In the event of a crisis incident including kidnap for ransom and extortion follow the procedural instructions indicated below:

**1. Contact the 24 Hour Hotline Immediately.**

**In the United States: 1-866-WANT-HLP (1-866-926-8457)**

**All other Countries: 817-826-7000 (Collect Calls Are Accepted)**

These numbers will connect you to the Crisis Center. Please be aware that members of our staff are fluent in one of **20 languages** so if you are more comfortable speaking in a particular language, you should notify the staff member immediately so that you can be connected to an appropriate person.

You will be asked to answer a few brief questions regarding the key details of the crisis, threat or problem. You will also be asked to provide a phone number where you can be reached during the following hours. The details of your situation will be asked during a subsequent phone conversation with a professional crisis management consultant.

**2. Wait to be contacted by NYA International**

NYA International will be immediately contacted and briefed by the Crisis Center. Shortly thereafter, you will receive a call from a professional security consultant who will ask you for relevant information about the details of your circumstance and then provide you with a resolution. The plan may suggest that an NYA consultant be dispatched to the location of the incident to assist in the management of the crisis. Given the importance of the initial hours of a crisis event it is critical to work with the consultant to help ensure a successful outcome.

Please note that if you are insured under a corporate policy NYA International will discuss the details of your call with an approved delegate of the corporation. All case information is treated as confidential.

**3. Notify AIG Claims, Inc.**

Once you have spoken with the Crisis Center, and whether or not NYA International has been contacted, you must notify one of the following AIG representatives, both verbally and in writing via email, to ensure compliance with the notice requirements of this policy.

<b>United States</b>	<b>Business Telephone</b>	<b>Business Fax</b>
<b>Robert Jones</b> robert.jones@AIG.com	(212) 458-1164	(866) 244-1725
<b>Bradley Vatrt</b> bradley.vatrt@AIG.com	(212) 458-3986	(866) 741-2579

Please note that written communication - either faxed or emailed - is a policy requirement in addition to, and not in lieu of, speaking directly with one of these representatives.

Please Do Not Call the Crisis Hotline for General Security Questions  
**The Hotline is for Emergencies Only**

For general safety & security questions, or to learn more about NYA Consultants, please visit **www.nyainternational.com**.