

Liberty is here for you. **Today. Tomorrow. Together.**

For more information, please visit: **libertyinternational.com/au**

Find a Crisis Management team member in Australia

Office locations

Connect with Liberty

> Prioritising safety, minimal disruption and financial loss

Kidnap, Ransom & Extortion insurance

Crisis response management centre hotline

Initial contact

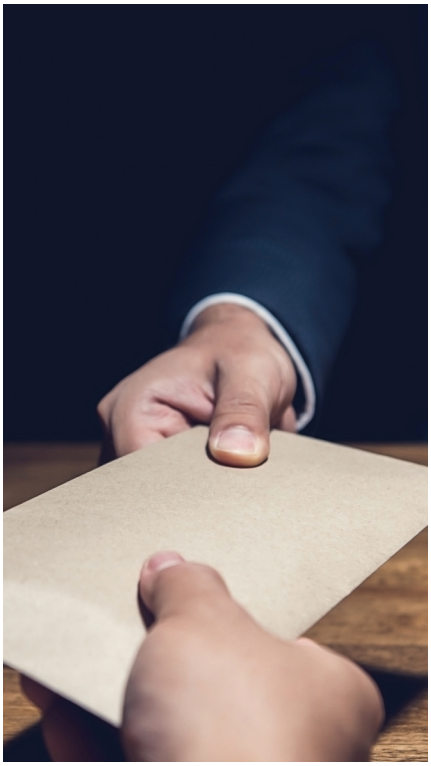
Liberty has arranged for dedicated crisis management consultants to be available for our policy holders to call in the event of an incident.

The 24-hour crisis response contact number for the Hotline is +61 (0) 2 7908 7868.

Please quote the policy number if available. Callers will speak directly to, or receive an immediate call back from, an experienced consultant. Notification to the Hotline is independent of, and does not supersede, policy requirements of notice to Liberty.

What to expect when you call

1. During your first telephone contact with the Hotline, you will be asked some brief questions regarding the key details of the crisis, threat or problem.
2. After getting this preliminary information, you will be asked for a phone number where you can be reached during the next hour.
3. A deployment decision based on the nature and geographical location of the incident.
4. Within the first hour after initial contact, a consultant will return your call to discuss the deployment decision and to determine an appropriate course of action. The consultant will work with you to develop a strategy for dealing with the early stages of the potential crisis.
5. If a consultant is dispatched, they will provide your company with further guidance on handling the situation.



Policyholder's notification obligations

Making contact with the Hotline is independent of, and does not supersede, the policyholder's obligation to notify, and disclose to Liberty. In the event of an incident that may be covered by the Policy, and whether or not the Hotline has been contacted, one of the following Liberty representatives must be notified (in order of preference) in accordance with the terms of the notice requirements in Clause 7.2 of the Policy:



Nathan McLellan
Vice President
First Party Claims, Asia Pacific
T +61 2 8298 5944
E nathan.mclellan@libertymutual.com



Michael Lincoln
Vice President
Crisis Management & Weather, Asia Pacific
T +61 432 002 326
E michael.lincoln@libertymutual.com

We're part of the Liberty Mutual Group, a Fortune Global 500 company that's been in business since 1912 with an S&P A+ financial strength rating

Please send all written communications to:

Claims Manager
Liberty
Level 38, Governor Phillip Tower, 1 Farrer Place
Sydney NSW 2000

All coverage is provided by the terms and conditions of the Policy Wording.

Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to business and government organisations across Australia – helping protect what they earn, build and own.

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