

PRODUCT PROFILE

Crisis Solution (Corporate) 2.0

AIG's Crisis Solution (Corporate) 2.0 is an insurance policy providing organisations and their people with insurance for kidnap, extortion and similar events as set out in this Product Profile.

This document is written on the basis that the policy will be taken out without any agreed variation to its standard terms. If any such variation is agreed, some of the facts set out in this summary may not apply.

This document does not contain the full terms and conditions of the policy. The full terms and conditions are in the policy itself and its schedule, both of which will be issued following the policy being taken out or specimens of which can be supplied upon request prior to the policy being taken out. Scope and terms are subject to the terms and conditions of the policy.

Insureds

The policy insures the following organisations:

- the Policyholder (that is the organisation which takes out the policy) and
- the Policyholder's subsidiaries.

"Company" and "Companies" throughout this product profile are used to refer to the Policyholder and its subsidiaries.

The policy also insures the following natural persons:

- a director, officer or employee of a Company, a person working for a Company as a volunteer, secondee, intern or student, or a person recorded by the Insurer outside of the policy document to be an Insured Person;
- a spouse, child, parent, sibling, niece, nephew, aunt, uncle, lineal descendant (and their spouse) or ancestor (and their spouse) of a person described in (i) immediately above ("spouse" includes a domestic partner, civil partner, fiancé or fiancée);
- a guest or customer of a Company while:
 - on its premises; or
 - on board any vehicle, aircraft, or vessel put at the disposal of, owned, hired or leased by a Company or a person described in (i) immediately above;
- a guest in the home of a person described in (i) immediately above;
- a person normally resident or employed in the household or grounds of a person described in (i) immediately above; or
- a person who is directly involved in the handling or negotiation of an insured event.

Insurance Coverage

The policy insures the Companies and the Insured Persons for the following insured events (as specifically defined in the policy):

- kidnapping
- hijacking
- extortion (but not cyber extortion)
- detention
- disappearance
- threat
- political repatriation event

Depending on the insured event, the policy pays the following loss and expense (as specifically described in the policy):

- ransom
- lost ransom
- fees and expenses of crisis consultants
- legal liability (defence costs and liability for claims against a Company with regard to an insured event, e.g. a Company's mishandling of a kidnapping)
- disappearance investigation expenses
- threat expenses
- political repatriation expenses
- a range of additional expenses (see Additional Expenses below)
- death or disability benefit for death or a particular type of injury

On request, the insurer might endorse the policy to provide insurance also for the following insured events (as specifically defined in the endorsements):

- business interruption
- armed assault
- product extortion
- medical repatriation
- natural disaster repatriation
- hostage crisis
- stalking events
- tiger kidnapping

The insurer might also add to the policy its “Crisis-Complete” endorsement to provide a range of “security and crisis management expenses” for the following insured events (as specifically defined in the endorsement):

- the following “criminal risk events”: abduction, assault, blackmail, bribe demand, bribe offer, criminal facilitation, employee dishonesty, hostage crisis, product tampering, stalking event, suspicious death, workplace violence
- the following “information risk event”: industrial espionage
- the following “political risk events”: confiscation, deprivation, expropriation, forced abandonment, illegal seizure, occupation
- the following “terrorism and political violence events”: act of terrorism, civil commotion, civil war, coup d’etat, insurrection, malicious damage, radicalisation, revolution, riot, sabotage, war
- the following “catastrophic risk events”: environmental disaster, epidemic, man-made disaster, damaging natural disaster, pandemic

Additional Expenses

The additional expenses are the following (as specifically described in the policy):

- independent negotiator
- public relations
- interpreter
- informant rewards
- loan interest
- travel and accommodation
- job replacement travel
- communications equipment
- legal fees
- victim’s salary
- relative’s salary
- temporary position replacement

- job retraining
- personal financial loss
- child care
- specific hijack costs
- rest and rehabilitation
- medical services
- cosmetic surgery
- repatriation and burial
- forensics
- increased security
- electronic sweeps
- explosives sweeps
- other costs in negotiating a victim’s release

Key Exclusions

Please refer to the Exclusions section of the policy for the specific exclusions and their precise wording. The policy does not cover:

- Prior Events – loss or expense resulting from, or a death or disability benefit in respect of, a series of connected insured events the first of which commenced before the policy period
- Fraud – loss or expense resulting from, or a death or disability benefit in respect of, an insured event involving a fraudulent, dishonest, illegal or criminal act or attempt of by any insured
- Robbery (face to face) – ransom surrendered in any face to face encounter, unless surrendered by a person (other than an insured person as a victim of a kidnapping, hijacking or extortion) who is in possession of such ransom at the time of such surrender for the sole purpose of conveying it to pay a previously communicated ransom demand (this exclusion does not apply to an “express kidnapping”)
- Robbery (at event location) – ransom surrendered either at the location where the kidnapping or hijacking of one or more insured persons occurs or where the extortion demand is first made, unless brought to such location after receipt of the ransom demand for the sole purpose of paying such ransom demand
- Property Loss or Damage – loss of or damage to any property

Geographical Scope

Whether the policy covers insured events anywhere in the world or whether there will be territories where insured events are not covered is something that will be agreed between the insurer and the Policyholder when the Policyholder is taking out the policy.

Policy Duration

The policy is for whatever period is agreed between the insurer and the Policyholder at the time the policy is entered into, the dates of which will be shown in the policy's schedule (usually a period of 12 months is agreed).

Law Governing the Policy

England and Wales.

Sums Insured

There are monetary limits and other restrictions to how much the insurer will pay under the policy. These limits are agreed between the insurer and the Policyholder when the policy is taken out.

Cancellation

The policy may be cancelled by the Policyholder providing written notice to the insurer.

The policy may be cancelled by the insurer for non-payment of the premium.

Trade and Economic Sanctions

Section 4.20 of the policy provides: "The **Insurer** shall not be deemed to provide cover and the **Insurer** shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the **Insurer**, its parent company or its ultimate controlling entity to any sanction, prohibition, restriction or any applicable anti-terrorism legislation or regulation under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, or the United States of America or the United Kingdom."

Making a claim under the policy

As soon as an insured event occurs or it is thought an insured event is about to occur or may have occurred, an insured should urgently telephone the Crisis Hotline on 00 1 817 826 7000. The number operates 24 hours a day, every day of the year. Callers will speak directly to or receive an immediate call back from the experienced crisis consultants.

Other Key Obligations of the Insureds

Assistance and Cooperation (in section 4.3 of the policy):

"The **Insureds** will cooperate with the **Insurer** in all matters relating to this insurance, including in the conduct of litigation or arbitration and assisting in achieving settlements."

Statement of Loss (in section 4.4):

"Unless otherwise deemed unnecessary by the **Insurer**, the **Insured** will file a detailed, written and sworn statement of loss with the **Insurer** as soon as possible after the date of loss."

Subrogation (in section 4.7 of the policy):

"In the event of any payment under this policy, the **Insurer** will be subrogated to the **Insured's** rights of recovery. The **Insured** will do everything necessary to secure and preserve such rights including the execution of any documents necessary to enable the **Insurer** effectively to bring suit in the name of the **Insured** and will do nothing to prejudice such rights."

Complaints

We believe you deserve courteous, fair and prompt service. If there is any occasion when our service does not meet your expectations please contact us using the appropriate contact details below, providing the Policy Number and the name of the Policyholder to help us deal with your comments quickly.

Claims related complaints

Write to: Head of Financial Lines & Professions Claims, AIG
The AIG Building, 58 Fenchurch Street,
London, EC3M 4AB

Call: +44 (0)20 7954 7000
E-mail: claims.fl2@aig.com

All other complaints

Write to: Customer Relations Team, AIG
The AIG Building, 2-8 Altyre Road,
Croydon, CR9 2LG

Call: 0800 012 1301
E-mail: uk.customer.relations@aig.com
Online: www.aig.co.uk/your-feedback

Lines are open Monday to Friday 9.15am – 5pm excluding bank holidays. The Customer Relations Team number above may not be available from outside the UK – so please call from abroad on +44 20 8649 6666. Calls may be recorded for quality, training and monitoring purposes.

We operate a comprehensive complaint process and will do our best to resolve any issue you may have as quickly as possible. On occasions however, we may require up to 8 weeks to provide you with a resolution. We will send you information outlining this process whilst keeping you informed of progress.

If we are unable to resolve your concerns within 8 weeks, you may be entitled to refer the complaint to the Financial Ombudsman Service. We will provide full details of how to do this when we provide our final response letter addressing the issues raised.

Please note that the Financial Ombudsman Service may not be able to consider a complaint if you have not provided us with the opportunity to resolve it.

The Financial Ombudsman Service can be contacted at:

Write to: Financial Ombudsman Service,
Exchange Tower, London E14 9SR

Call: 0800 023 4567 or 0300 123 9123
E-mail: complaint.info@financial-ombudsman.org.uk
Online: www.financial-ombudsman.org.uk

Following this complaint procedure does not affect your rights to take legal action.

The following applies if AIG Europe S.A. is the insurer, or an insurer, of the Policy:

As AIG Europe S.A. is a Luxembourg authorised insurance company, you may, in addition to the complaints procedure set out above, send any complaint you may have regarding AIG Europe S.A. to AIG Europe S.A., which can be contacted in writing at AIG Europe S.A., 35D Avenue JF Kennedy L- 1855 Luxembourg, Grand-Duchy of Luxembourg, by telephone: +352 2700 72 01 or e-mail: luxembourg.complaints@aig.com. AIG Europe S.A. will acknowledge the complaint within 10 business days of receiving it and provide an answer within one month (unless specific circumstances prevent AIG Europe S.A. from doing so, in which case you will be informed). If you are not satisfied with the AIG Europe S.A.'s response, you may contact the Luxembourg Commissariat Aux Assurances (CAA) by writing to CAA, 11 rue Robert Stumper, L-2557 Luxembourg, Grand-Duchy of Luxembourg, by email at reclamation@caa.lu or online through the CAA website: www.caa.lu. Following this complaints procedure or making use of one of the options above does not affect your right to take legal action.

Financial Services Compensation Scheme (FSCS)

American International Group UK Limited is covered by the FSCS. If it is unable to meet its financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

Further information about compensation scheme arrangements is available at www.fscs.org.uk or call (freephone) on 0800 678 1100 or +44 (0)20 7741 4100.

AIG Europe S.A. is not covered by the FSCS.

Privacy

American International Group UK Limited's Privacy Policy is available at www.aig.co.uk/privacy-policy or by requesting a copy from: Data Protection Officer, AIG, The AIG Building, 58 Fenchurch Street, London EC3M 4AB, UK or by email dataprotectionofficer.uk@aig.com

AIG Europe S.A.'s Privacy Policy is available at www.aig.lu/en/privacy or by requesting a copy from: Data Protection Officer, AIG Europe S.A. 35D Avenue John F Kennedy, L-1855 Luxembourg, Grand-Duchy of Luxembourg or by email to: dataprotectionofficer.lu@aig.com.

Before providing us with Personal Information about another individual you must (unless we agree otherwise): (a) inform the individual about the content of this notice and our Privacy Policy; and (b) obtain their permission (where possible) to share their Personal Information with us in accordance with the Privacy Policy.

London

58 Fenchurch Street
London EC3M 4AB
Tel: 020 7954 7000

Birmingham

Embassy House,
60 Church Street
Birmingham B3 2DJ
Tel: 0345 600 5678

Croydon

2-8 Altyre Road, Croydon
Surrey CR9 2LG
Tel: 020 8681 2556

Glasgow

Centenary House
69 Wellington St
Glasgow G2 6HG
Tel: 0141 303 4400

Manchester

4th Floor,
201 Deansgate
Manchester M3 3NW
Tel: 0161 832 8521

Outsourcing by AIG Europe S.A.

The following applies if AIG Europe S.A. is the insurer, or an insurer, of the Policy.

The Policyholder acknowledges and expressly accepts that AIG Europe S.A. may outsource certain services, activities or tasks to external providers (which may or may not be (a) regulated; or (b) located in the Grand-Duchy of Luxembourg) (the **Service Providers**).

In this context, the Policyholder expressly accepts that any data which it has provided to AIG Europe S.A., including data which may directly or indirectly identify the Policyholder, or a beneficial owner or an authorized representative of the Policyholder, may be communicated to Service Providers. The transfer and/or disclosure of information to Service Providers may continue as long as the Policyholder maintains its insurance relationship with AIG Europe S.A..

The list of outsourced services as well as the country of establishment of the Service Providers is available on AIG Europe S.A.'s website at the following address: www.aig.lu/en/professional-secrecy which will be updated from time to time. The Policyholder acknowledges (a) having read and accepted this list (b) that it will visit the website from time to time should it wish to access the most up to date list.

The Insurer

Before the Policyholder purchases the policy, it will be informed whether its insurer for the policy will be American International Group UK Limited or AIG Europe S.A. or both.

American International Group UK Limited

American International Group UK Limited is registered in England: company number 10737370. Registered address:

The AIG Building, 58 Fenchurch Street, London, EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).

AIG Europe S.A.

AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35D Avenue John F. Kennedy, L-1855, Luxembourg. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances, 11 rue Robert Stumper, L-2557 Luxembourg, Grand-Duchy of Luxembourg, Tel.: (+352) 22 69 11 - 1, caa@caa.lu, www.caa.lu/. AIG Europe S.A. is deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (FRN number 818443). This information can be checked by visiting the FS Register (www.fca.org.uk/register). Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

AIG Europe S.A. is a public limited company (société anonyme) incorporated in the Grand-Duchy of Luxembourg. AIG Europe S.A., UK Branch is registered in England and Wales respectively with branch establishment numbers BR020570. Registered branch office address: The AIG Building, 58 Fenchurch Street, London, EC3M 4AB, United Kingdom.