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Managing People Risk: How AIG can help Network Partners provide a true Crisis Solution

AIG Network Partner Summit Beijing
6 May 2019



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**What's
Happening
Around the
World?**

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What's Happening Around the World?

Some Recent Events

Pakistan – 18 April 2019



South Asia

Pakistan gunmen kidnap and kill 14 bus passengers bound for coastal town home to China's belt and road port

The bus was travelling on a coastal highway from the financial hub of Karachi towards Gwadar, the Arabian Sea port town where China is building a deep water port. Western Baluchistan province has long been plagued by violence and a stubborn insurgency. But no group has yet claimed responsibility for the attack.

Tunisia/Libya – 16 February 2019



Tunisian workers kidnapped in Libya

Date created : 16/02/2019 - 13:15

Tunis (AFP)

Militiamen have kidnapped a group of Tunisian workers near the Libyan capital Tripoli, demanding Tunis release a comrade, the foreign ministry and a rights activist said.

"The foreign ministry is following the case of the Tunisian citizens... kidnapped by armed Libyan elements near Zawia", the ministry said on its Facebook page late Friday.

Rights activist Mustapha Abdelkebir said the armed group behind Thursday's kidnappings was demanding the release of one of its members held in Tunisia.

The kidnap victims were workers at Zawia oil refinery, Tunisian media said. A diplomatic source told AFP that 14 workers had been taken hostage.

Tanzania – 21 October 2018



NEWS / TANZANIA

Tanzania: Abducted tycoon Mohammed Dewji returns home

Businessman says his abductors spoke a Southern Africa language, confirming suspicions that they were foreigners.

21 Oct 2018

Tanzanian tycoon Mohammed Dewji, who was kidnapped a week ago in Tanzania's economic capital Dar es Salaam, has returned home unharmed.

Dubbed as Africa's youngest billionaire, the 43-year-old heads the MeTL Group which operates in about 10 countries with interests from agriculture to insurance, transport, logistics and the food industry.

"I thank Allah that I have returned home safe and sound," Dewji told a press conference on Saturday in Dar es Salaam where he was abducted on October 11 as he entered a gym at a hotel.

UK/Nigeria – 22 April 2019

Markets

Gunmen Kill British Aid Worker, Kidnap Three in Nigeria Attack

By Elisha Bala-Olorogbo
April 22, 2019, 8:02 PM GMT+10

- Nigerian national also killed in assault on hotel late Friday
- Abductions for ransom common in Africa's most populous nation

A British aid worker and a Nigerian citizen were killed and three others kidnapped when gunmen stormed a luxury hotel near the northern Nigerian city of Kaduna, the police and U.K. authorities said.

The incident took place at Kajuru Castle late on Friday, Nigerian police said in statement. The U.K. High Commission on Sunday confirmed the death of one of its nationals in a tweet.

Kidnappings for ransom are rife across Nigeria, Africa's top oil producer. In the north, militants aligned to Islamic State and Boko Haram, which has waged a decade-long violent campaign, have periodically resorted to kidnapping foreigners to raise cash.

What's Happening Around the World?

The Bare Facts



- Who are involved in KRE activities?
 - Criminal gangs.
 - Terrorist groups.
 - Organised crime.
 - Economically disadvantaged people.

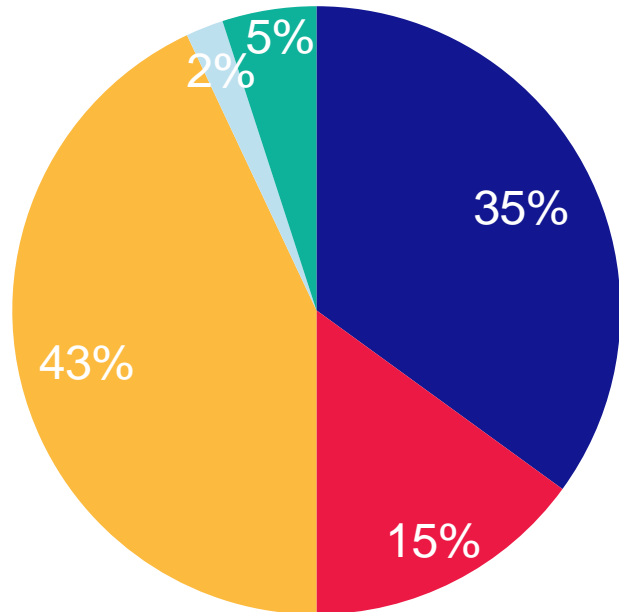
- How many KRE events happen?
 - Globally there are approximately 40,000 KRE events per annum.
 - Five times as many go unreported.

- How much do these events cost?
 - There is on average over US\$500mil paid in ransoms every year.

What's Happening Around the World?

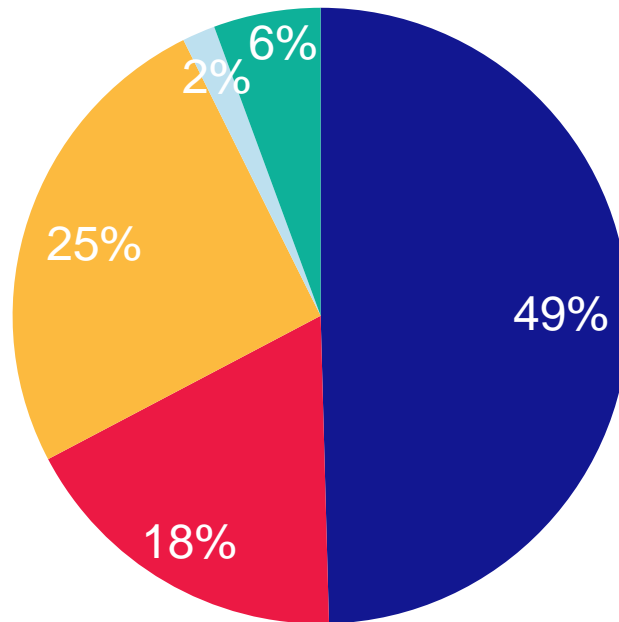
Kidnap Incidents By Region – A Comparison

2017



■ Africa
■ Asia
■ Middle East
■ Americas
■ Europe, Russia & CIS

2018



■ Africa
■ Asia
■ Middle East
■ Americas
■ Europe, Russia & CIS



Deploying an Effective Insurance Solution

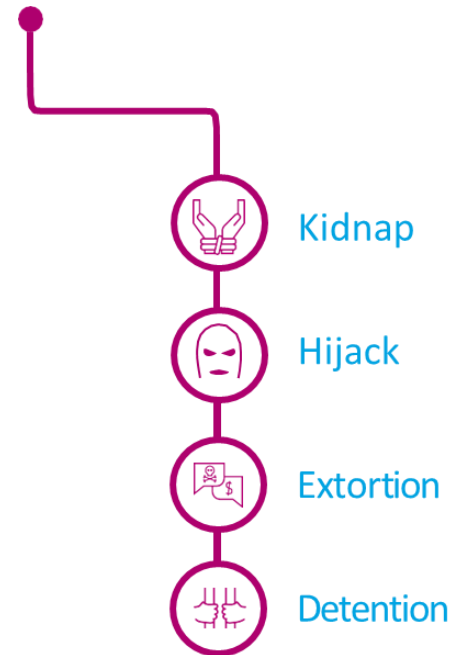
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Deploying an Effective Insurance Solution

Core Coverage Areas

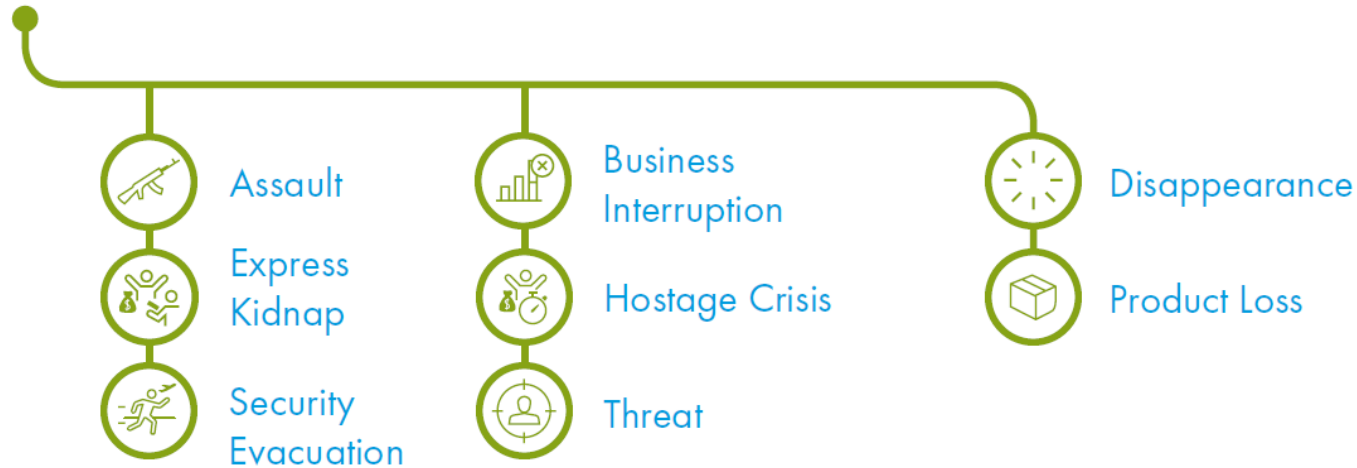
Introduction to Core Coverage Areas

- Kidnap.
 - Any alleged, attempted, or actual taking and holding of an individual for ransom.
- Hijack
 - When people are held against their will or 'under duress' while travelling.
 - Examples include plane hijackings and protracted carjackings.
- Extortion
 - The demanding of a ransom payment as a condition of not carrying out a threat.
- Detention
 - Holding of people against their will which is unrelated to a criminal offence, or a failure to produce correct documentation.



Deploying an Effective Insurance Solution

Coverage Extensions



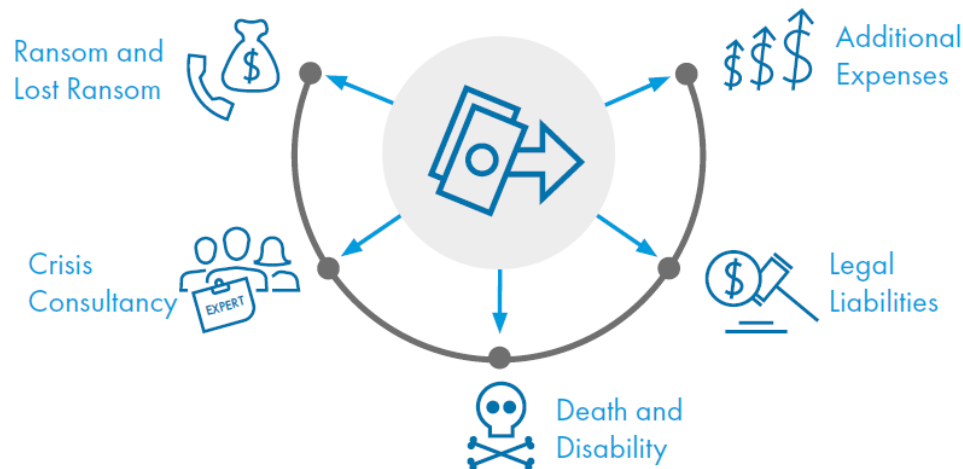
- Allowing clients the ability to customise the range of threats they can cover.
- Enhanced protection for people and property.
- Providing both financial and physical protection.

Deploying an Effective Insurance Solution

Product Overview

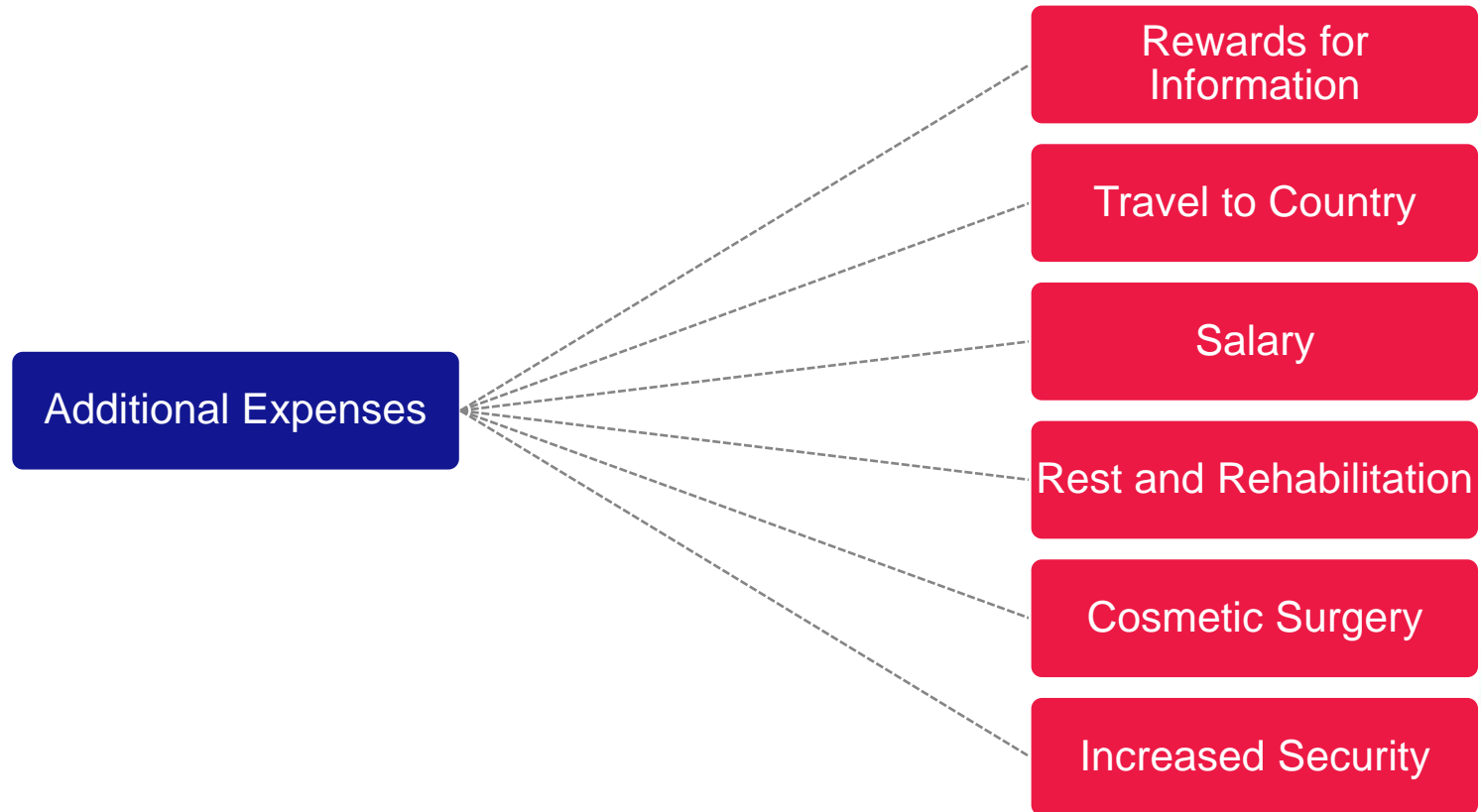
The following costs will be paid as a result of an insured event

- Ransom and loss of ransom.
- Additional expenses.
- Legal liabilities.
- Crisis consultancy.
- Death and disability.



Deploying an Effective Insurance Solution

What Are Additional Expenses?



To put the Insured Person, as far as money can, back into the same position as before

Deploying an Effective Insurance Solution

Role of the Crisis Consultants

- Assessment of the situation as it develops
- Formulation of an effective response strategy
- Communication with the perpetrators and the handling of threats
- Dealing with the media, local and international authorities and legislation
- Liaison with other stakeholders
- Care of the victim's families and other employees
- Preparations for ransom payment and safe release of the victim(s)
- Future risk mitigation
- Business continuity, and protection of corporate brand and reputation

Deploying an Effective Insurance Solution

Putting Together a Comprehensive Program

Discussions between Business, Intermediary and Insurer

Core Covers

- Ransoms
- Lost in Transit Ransom
- Legal Expenses
- Crisis Consultants
- Additional Expenses
- Death Disability

Extensions

- Assault
- Business Interruption
- Disappearance
- Express Kidnap

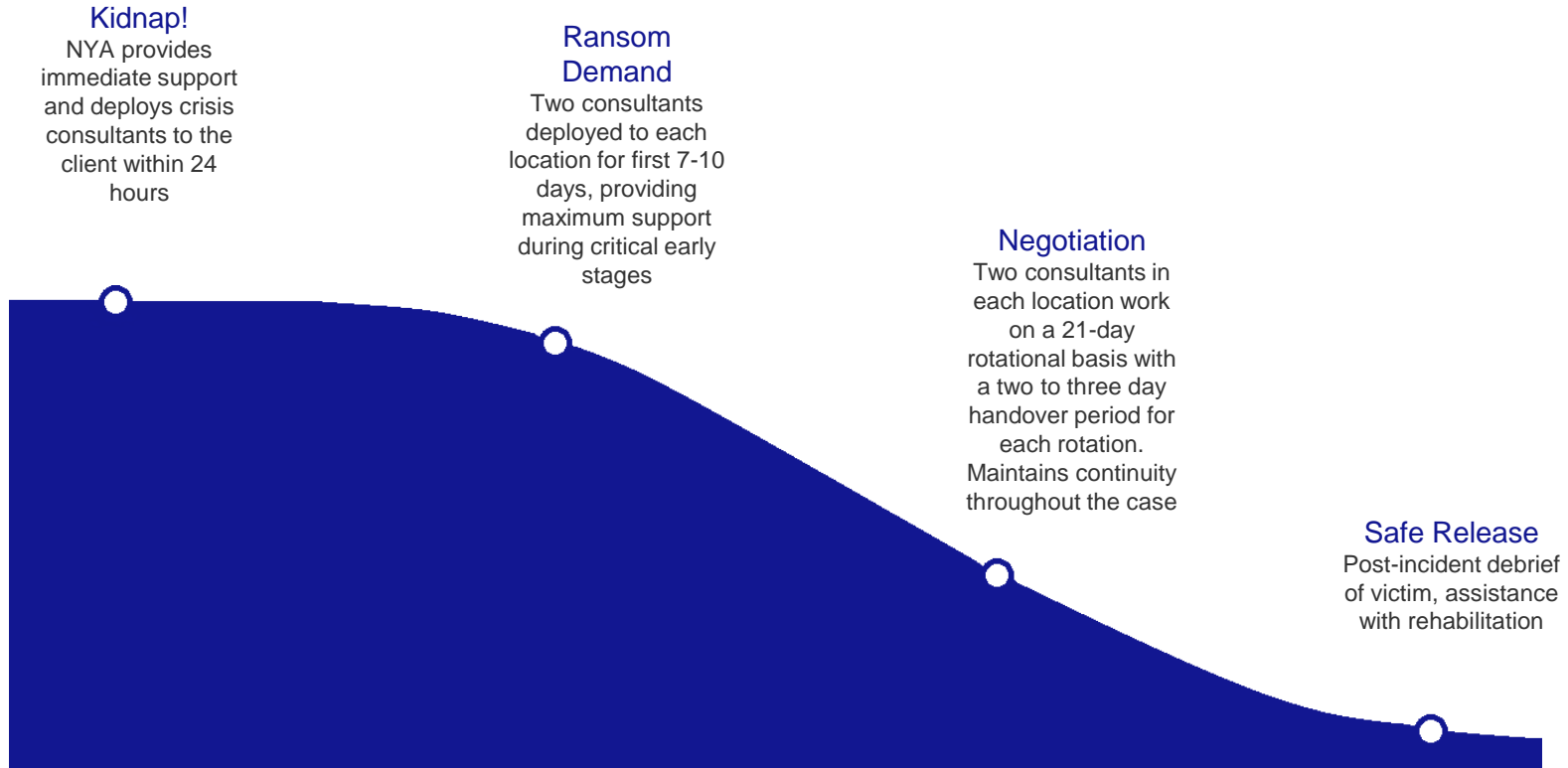
Extensions

- Hostage Crisis
- Product Loss
- Security Evacuation
- Threat

The Final Policy

Deploying an Effective Insurance Solution

What Happens When the Call Comes In?



The Lifecycle of a KRE Event and NYA's Response

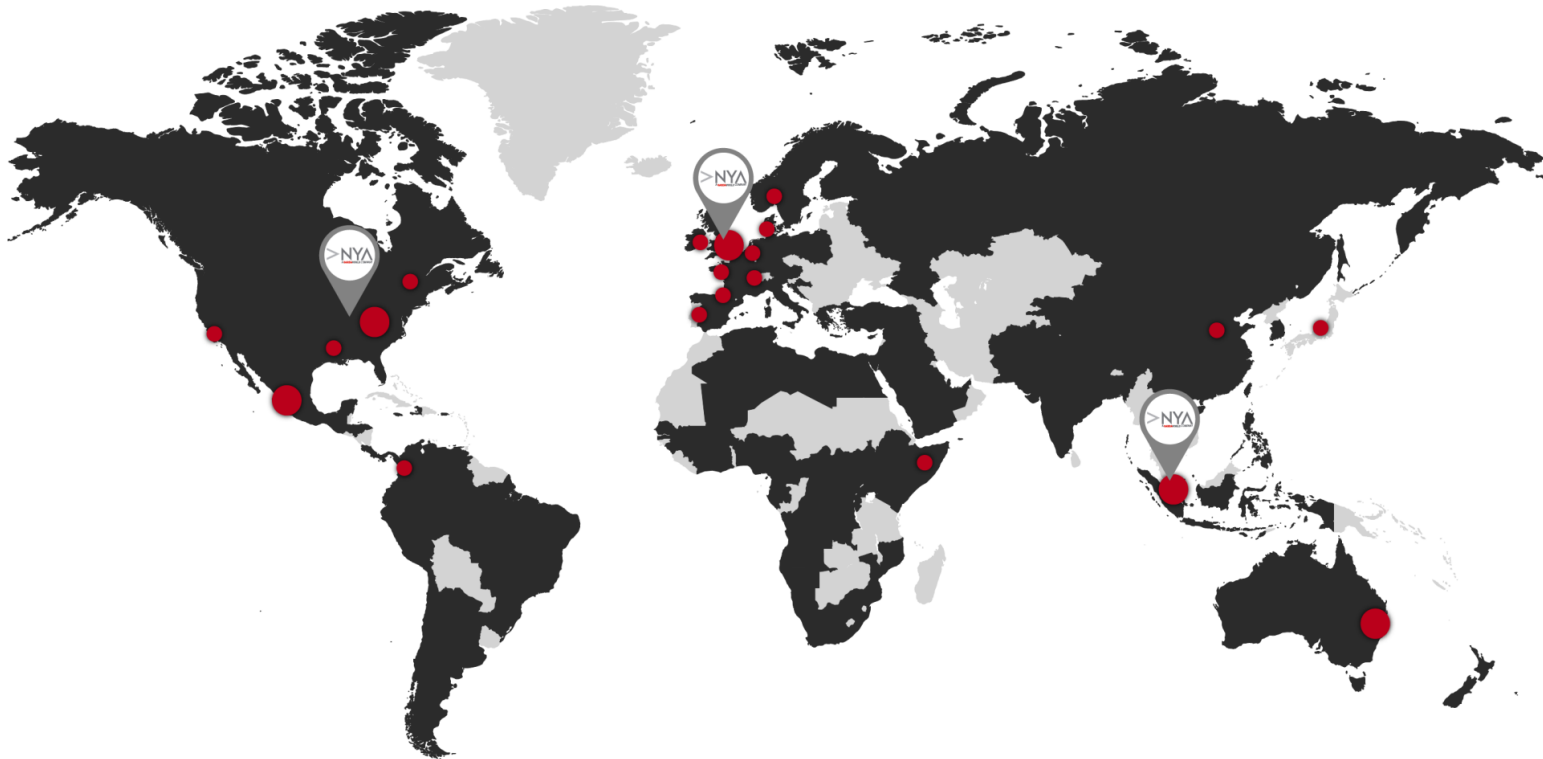
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Vendors and Services

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Vendors and Services

NYA Office and Responder Locations, and Recent Areas of Engagement



Vendors and Services

NYA

Recruitment

- Backgrounds in military/special forces, intelligence, and police.
- 12 month long thorough recruitment process.

Global Operating Model

- Strategically placed in 16 global locations
- Largest team of exclusively retained consultants in the industry.

Flexible Crisis Development

- Up to four responders deployed – two to location, two to headquarters.
- Additional crisis management provided by Head Office and NYA24.

Proven and Tested Expertise

- Since 1990 have handled over 2,000 cases in 150 different countries.
- Responding to in excess of 100 events annually.

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**Working Better,
Together**

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Working Better, Together

Spreading Crisis Solutions' Reach

- A new product offering for AIG's Network Partners.
- A unique offering for local territories.
- Reinsurance provided by AIG.
- Access to NYA and their global network of Consultants.

Working Better, Together

What Else AIG Will Provide Network Partners

Ongoing Support

- We are Network Partners.
- Access to Product Head via email and phone to discuss risks and underwriting risk if needed.
- NYA.

Training

- Face to face or webinars.
- Ongoing.

Marketing

- Stories – providing real life examples.
- Statistics.
- Help with messaging.