



Crisis Complete



Crisis Complete delivers world class crisis support services in response to a wide range of crisis events. It is designed for businesses of all sizes who can select the crisis events they want to cover in order to complement their own in-house security teams capabilities.

Crisis Complete is coordinated by AIG’s specialist security consultants who work closely with clients to structure the right mix of crisis insurance cover and security support for their business and create a powerful and cost-effective extension to their existing security arrangements.

Select from a range of crises to complement client’s own in-house security capabilities:

-  **CAPTURE, DETAINMENT OR DISAPPEARANCE**
e.g. Abduction, Detention, Hijacking, Kidnapping.
-  **CRIMINAL RISKS** e.g. Assault, Extortion, Stalking, Employee Dishonesty, Workplace Violence.
-  **COMPLIANCE, FRAUD AND REPUTATION RISKS**
e.g. Agent Duty Breach, Counterfeiting, Money Laundering.
-  **INFORMATION RISKS** e.g. Cyber Attack, Industrial Espionage, Social Engineering, Proprietary Information Theft.
-  **CATASTROPHIC RISKS** e.g. Environmental Disaster, Man-made Disaster, Damaging Natural Disaster.
-  **POLITICAL RISKS** e.g. Nationalisation, Occupation, Political Repatriation, Blockade, Confiscation.
-  **TERRORISM AND POLITICAL VIOLENCE**
e.g. Act of Terrorism, Civil Commotion, War, Radicalisation, Revolution.

Crisis Complete can deliver a host of support services in response to selected crises as required including:

-  **CRISIS MANAGEMENT** including 24-hour access to global security operations centre and on-site consultancy deployment for in-person crisis response advice.
-  **SECURITY SERVICES** including security risk assessment on affected assets, security guarding personnel, intelligence, and investigation services.
-  **CRISIS COMMUNICATIONS** including Assistance with the management of crisis communications and media, spokesperson training, social media monitoring.
-  **LEGAL SERVICES** including identification of legal implications and liabilities and supporting recommendations.
-  **EXTRA EXPENSES** including installation of physical security measures, additional salaries, travel and accommodation costs, communications costs.
-  **POST EVENT SERVICES** including victim and witness debriefing, rehabilitation support, trauma risk management assessment, psychological support and counselling.

Key themes and benefits

- ✓ For businesses in all industrial sectors and geographies
- ✓ Cover responds not just to actual losses but also to a possible loss
- ✓ Extensive global coverage tailor to clients’ own risk register
- ✓ For businesses and organisations of all sizes: SMEs to multinationals
- ✓ Mix and match coverages to build into clients’ in-house security capabilities
- ✓ Rapid global response and sustained support up to 60 days after an event

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