

# What to do in a Crisis?

The following actions by the Insured are necessary to comply with the conditions of the policy.

## Immediate Use of the Crisis Line provided by the Insurers to reduce Risk of Loss

In the event an incident appears to have happened that may be covered under the terms of the policy, contact the **Emergency Exchange 24-hour Crisis Line within 48 hours** quoting the policy number when calling.

Country Calling from	Number
USA (toll free)	<b>1 877 363 8976</b>
USA	<b>+1 212 741 2359</b>
UK & Europe	<b>+44 769 970 2654</b>
Asia-Pacific	<b>+61 08 8378 1398</b>

**Security Exchange Ltd** are available globally, to advise, assist and respond to emergency situations involving extortion, malicious tampering and kidnap. They also have consultants to respond on all non-US and non-Canadian product recall and contamination issues.

**RQA Inc**, to respond on accidental and malicious US and Canadian product recall and contamination issues.

**Fleishman Hillard**, provide crisis public relations response and assistance globally.

These services are paid for by the Insurers as part of the cover provided under the policy, however, you are not obliged to take the advice given you by these consultants or accept any involvement by them in the management of the crisis but may use other providers with the Insurers' prior consent, in which case their costs will likewise be borne by the Insurers.