



## International Solutions

# Kidnap and Ransom Crisis Response

## Step 1

Please state that you have an emergency and provide the following details:

- Your name
- Your company or family name
- The contact number you can be reached
- Policy number if known

### S-RM Incident Contact Phone Numbers:

Calling from the **United States**: 1-888-835-4318  
Calling from **anywhere else**: +44-0-204-572-4317

**S-RM** will then contact you on the telephone number you have given within 20 minutes. The priority is to establish exactly what has occurred, while maintaining as much confidentiality as possible, and to agree on the level and type of response required. Please have as much of the following information as possible ready:

- The name(s) and details of any person(s) who have received the threats
- Their family status or position(s) within the company (as applicable)
- When the incident occurred
- Where the incident occurred
- How the threat was communicated

- Any perpetrator's details, if known
- Whether the authorities, the media or any other third party are aware of the incident
- Any response, communications or actions taken to date

## Step 2

Please have the following ready:

- Brief details of incident
- Kidnap - The name, age, company /family of the victim/person
- When & where the incident occurred & who was responsible
- Whether the authorities, the media or anyone else is aware of the incident
- Details of the kidnapper threats, demands

## Step 3

Report the incident to CNA's Multinational Claim Unit, 24 hours a day, seven days a week.

Once you have spoken with a **S-RM** representative, your policy also requires that you provide both verbal and written notification to **CNA's 24-hour notification center** at **globalclaim@cna.com** or **888-202-4966**.

## What to do if the kidnapper makes contact with you:

### Do

- Record any contact with the kidnapper
- Use a recording device or cell phone to record calls
- Make notes of every call including the date and time

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- Ask & write down the kidnapper's telephone number(s)
- Ask the kidnapper to repeat anything that is unclear to you
- Tell them about the victim's medical requirements
- Ask to talk to the victim to confirm that they are alive and well, or ask for proof of life (i.e. the answer to a question that only the victim(s) can answer)
- Challenge violence or threat of violence towards the victim (e.g. 'We want to resolve this without the need to hurt "victim's name."')
- Preserve any evidence carefully
- Delay decisions by saying that you must consult other family or company members, as no single person can take such decisions

### Do not

- Start negotiating or make any offer
- Refer to a "demand" or "deadline"
- Self-impose deadlines (e.g. "It should only take me an hour")
- Make decisions until further advised by S-RM's Crisis Management team
- Report the incident to anyone if it is not yet public or talk about it to anyone who does not need to know
- Tell anyone that does not need to know that you are receiving professional advice

**Remember: Help is on the way.  
Keep calm.**

Please contact your local CNA office to learn more about Kidnap and Ransom/Wrongful Detention coverage.