UK / Crisis Management & Special Risks

Crisis Response extension

Threats to your business can come out of nowhere, quickly escalating into a crisis with the potential to devastate your business. From lone assailants or civil unrest to major accidents and industrial espionage, today’s threats are wide-ranging, hard to predict and even more difficult to manage.

AXA XL's Kidnap & Ransom (K&R) policies provide invaluable, immediate access to the experience and expertise of our crisis consultants, S-RM, in a range of crisis events such as kidnap, extortion and wrongful detention. In addition, we can now offer extended access to S-RM in the event of a much wider range of events that have or could become a crisis to your business.

Coverage

Grouped under three broad categories of Criminal, People and Political Violence risks, our Crisis Response extension provides the same invaluable, immediate access to S-RM for an additional 23 perils:
- Criminal risks - bribery, industrial espionage, malicious product tampering, sabotage;
- People risks - major accident, murder, suspicious death, stalking, violent crime;
- Political violence risks - active assailant event, civil commotion, civil war, coup d’etat, denial of access, insurrection, malicious damage, occupation, rebellion, revolution, riot, strike, terrorism, war.

Following an incident, S-RM will support our clients to:
- Assess the nature of the crisis and the potential impact on their business;
- Mitigate the impact of the crisis on their business;
- Resume their normal business operations.

This is achieved through access to the full range of S-RM Crisis Management services including:
- Deployment of crisis management consultants;
- Crisis management advice and assistance;
- Security risk assessments;
- Situation and risk monitoring services;
- Provision of intelligence and investigation(s) services;
- Advice on family management and liaison with authorities.

Expenses incurred during the handling of a crisis are also included, such as:
- Cost of additional security;
- Travel and accommodation costs;
- Evacuation costs;
- Cost of psychological and trauma counselling.

Crisis response services

S-RM is a global consultancy that helps clients manage regulatory, reputational and operational risks. Their dedicated crisis management division works with businesses to prevent, prepare for, and respond to crises. The team includes former military, law enforcement and intelligence agency personnel, who are supported by corporate intelligence and cyber security specialists. Collectively, the team has handled thousands of crisis cases in 150+ countries.

Why choose AXA XL?

- We are one of the world’s leading insurers and one of the largest syndicates at Lloyd’s of London.
- Our strength and capacity allows us to be flexible, tailoring cover to fit client needs.
- We offer access to world-leading kidnap response and crisis management expertise through our security consultants S-RM.
- Our clients have exclusive access to Global Security Insight (GSI) platform, a market-leading risk information platform.
- AXA XL’s core operating insurance and reinsurance companies have one or more of the following financial strength ratings: AM Best A+, S&P AA-, Fitch AA-.
- According to the Gracechurch London Claims Report, AXA XL is leading the London market for being recommended by brokers based on the claims service they received in 2019.*

Contact

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* AXA XL Insurance, formerly XL Catlin, was recommended by brokers in the London market Gracechurch Claims survey in 2019.

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