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KIDNAP, EXTORTION AND DETENTION
INITIAL ACTIONS

In the event of an actual or suspected incident, please contact Neil Young Associates (NYA) immediately:

From outside the United Kingdom: +44 7699 741769

From within the United Kingdom: 07699 741769

If possible, call from a secure telephone. Please leave your:

- name (and company where applicable).
- contact details where you are sure that you can be reached on a secure telephone line (i.e., one that will not be intercepted or called by third parties).

An NYA consultant will contact you on the number you have given as soon as possible. Please have the following details ready:

- the name(s), ages (and company where applicable) of the victim(s)/person(s) concerned.
- when the incident occurred.
- where the incident occurred.
- who was responsible.
- whether the authorities, the media or any other third party are aware of the incident.
- any contact with the kidnappers/persons responsible.

While waiting for NYA to contact you, please attach a tape recorder to any telephone that the kidnappers/persons responsible might ring. Test that the recorder is working, and record any contact with the kidnappers/persons responsible together with the date and time.

NYA consultants will give you advice and deploy to the relevant location as soon as possible. If you are contacted by the kidnappers/persons responsible in the meantime, please:

- tell them of any medical requirements of the victim(s)/person(s) concerned.
- if a kidnap, ask for Proof of Life, i.e., the answer to a question that only the victim(s) can answer, or ask to talk to the victim(s) to ascertain that he/she/they are alive and well.
- do not start negotiating or make any offer. Delay by saying that you must consult other family or company members, as no single person can take such decisions.
- preserve any evidence carefully.
- do not report the incident to anyone if it is not yet public or talk about it to anyone who does not need to know.
- do not tell anyone that does not need to know that you are receiving professional advice.

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KIDNAP & EXTORTION
CLAIMS REPORTING PROCEDURES

COMPANY NOTIFICATION

Notification must be made to the Company in compliance with the notice provisions of the policy. Notification should be made to:

Damien Renella
ACE USA – Specialty Claims
1 Beaver Valley Road Suite 4E
Wilmington, DE 19803

Tel 302.476.7851
Fax 302.476.7855

EMERGENCY RESPONSE

In the event of an actual or suspected incident that may be covered under this policy, immediate contact should be made to **Neil Young Associates** at the 24 hour priority response number below:

UK Callers 07 699 741769
International Code 44 7699 741769

See Kidnap, Extortion & Illegal Detention Procedures Guidelines attached to this policy.