



# Response to Kidnap for Ransom & Extortion

Henderson Risk Limited is experienced in supporting businesses and families with kidnap, extortion and hijack cases worldwide.

Our approach to Crisis Management is always balanced with the client's needs and the specific situation in hand and is supported by analysis from our Insight & Investigations division, which identifies trends and hotspot locations.

HRL provides a global Kidnap for Ransom and Extortion response capability from our two 24-hour response centres. We have been delivering response services to the insurance industry for over 10 years and have been retained by APJ-Aspen as their response provider since 2001. Our case officers have a wealth of operational experience providing response and prevention training services across the world.

## SERVICES

### ■ Response to Kidnap for Ransom & Extortion

HRL assists with the management of all aspects of an incident from the boardroom down to family level by providing Crisis Coordination Teams and Case Officers. Our involvement often continues well beyond the successful conclusion of a case and we distinguish ourselves from other response companies by ensuring clients receive the right level of victim support following what can be an extremely stressful event.



### ■ Response to Maritime Piracy and Hijack

HRL provides Crisis Coordination Teams and Case Officers in support of maritime clients affected by acts of piracy or hijack. We coordinate all aspects of an incident, beginning with crisis management support at board level through to negotiation, ransom delivery and the logistical support required to recover vessels and assets seized during acts of piracy.

## BENEFITS

- Experienced in-house Crisis Management Personnel and Case Officers with specific local knowledge, languages and contacts
- Two 24/7 response centres with dedicated emergency phone lines
- A thorough understanding of the insurance markets and mechanisms
- Over 10 years' experience in global kidnap response
- Global coverage and a support network covering piracy hot spots
- Research and analysis to support our clients when selecting destinations, routes and security measures

## CONTACT

If you have any questions or would like to receive more information on any of the services outlined above then please e-mail [recovery@hendersonrisk.com](mailto:recovery@hendersonrisk.com) with your query or call us on +44 (0) 207 730 5446.

