

What to Do if a Family Member or Colleague is Kidnapped

:: First Steps

- Remain calm
- Don't antagonize the kidnapper
- Give every indication that you will cooperate with the kidnapper
- Do not provide kidnappers with any information that may lead them to believe that victim has K&R insurance.
- Immediately contact the dedicated Crisis Line: 713.430.7360
- State the nature of the emergency.
- Identify yourself by giving your name, company and the telephone number where you can be reached. If possible, please quote your insurance policy number.
- If possible give a telephone number that can be used exclusively and won't be engaged on a frequent basis.
- Provide a brief description of the incident, taking care to ensure that only factual information is shared.
- If English is not the spoken language, we will identify the language being used so that we can contact an "on-call" interpreter to continue the conversation.
- Once the travel arrangements for the Response Consultant are known, ASI Global, LLC will pass the relevant details on to the client.
- Do not contact the authorities unless advised to do so by the Response Consultant.

- While the Response Consultants are in transit, the head office of ASI Global K&R Practice will remain in immediate contact with the client to provide expert advice and support.
 - Clients are encouraged to begin a diary or log of all events.
 - Ensure that the log is factual and records decisions made and information on which those decisions were taken as fresh information may require a reevaluation of those decisions.
 - Keep an accurate account of all expenses incurred as a direct result of the incident.
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For More Information

ASI Global, LLC
2925 Briarpark Drive Suite 1100
Houston, TX 77042
Tel. +1-713-430-7360
Fax. +1-713-430-7351

consulting@asiglobalresponse.com
www.asiglobalresponse.com