

CrisiSolution® Prevention and Response Services



AIG CrisiSolution insureds are supported by best-in-class global crisis management response and consulting firms for preventative training, planning, and immediate response support when it's needed most.

Crisis24

As part of their premium, CrisiSolution® insureds have access to response and consulting services from Crisis24, a highly specialized security risk and crisis management consultancy with 30 years of experience. Crisis24 has one of the largest teams of full-time and exclusively retained consultants in the industry, and advises on an average of more than 130 activations each year, which means their response consultants remain current on a wide range of incident types all around the world. Crisis24 response consultants are strategically based across 16 global locations, enabling them to provide the most rapid response in the industry, local expertise, language and cultural understanding, and a high degree of operational resilience.

Crisis24 offers a wide scope of risk and crisis management services, including but not limited to:

- Crisis management capability building
- Security risk management
- Training including simulated workshops
- Cybersecurity risk management
- Travel risk management



MBL Global

The psychological post-event harm caused to survivors of critical incidents can be significant. From an individual kidnapping to wrongful detention, MBL Global provides a socially responsible, coordinated turnkey solution to deal with one of today's most pressing problems worldwide: mental health.

MBL provides rehabilitation for individuals suffering psychological trauma following an incident. They deliver comprehensive rapid response and post-event counseling services, providing 1:1, virtual, group, and telephonic post-event case management as appropriate to help an insured's employees and their families recover.

- Managed trauma counseling services in over 190 countries
- Assistance in 70 different languages
- 24/7 emergency contact number

AIG Travel

With a wide array of travel and security assistance services, AIG Travel helps millions of travelers solve problems and manage risks worldwide. Wherever CrisiSolution policyholders may travel to*, in the event of a security issue or unexpected travel problem, AIG Travel is never more than a phone call away. Through eight wholly owned, state-of-the-art global service centers conveniently located in Asia, Europe, and the Americas, customers have access to 24/7 emergency travel assistance and security services with more than 40 languages spoken onsite.

AIG Travel helps CrisiSolution policyholders address their emergency travel needs with expediency and expert care, including:

- Domestic U.S. capabilities of the AIG Travel security team
- 24/7 worldwide travel assistance
- Global Watch assistance website and mobile app: www.aig.com/globalwatch



*AIG Travel cannot provide assistance into any country that is the subject of economic and/or diplomatic sanctions, prohibitions, or restrictions.

AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at www.aig.com/travel or www.travelguard.com, and follow us on Twitter, Facebook, Instagram and LinkedIn.

American International Group, Inc. (AIG) is a leading global insurance organization. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions and other financial services to customers in more than 70 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIGinsurance](https://twitter.com/AIGinsurance) [www.twitter.com/AIGinsurance](https://twitter.com/AIGinsurance) | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference herein. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries and jurisdictions, and coverage is subject to underwriting requirements and actual policy language. Noninsurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.