

N-04B CISV Travel Insurance - Crisis Management Coverage

The CISV Travel Insurance includes coverage for emergency services to manage crisis situations. A company called Security Exchange will provide these services. The Security Exchange Operations Centre has professionals with military and political relations background. When a situation arises, they liaise with a team which has experience working in the United Nations, the Special Air Service Regiment, Federal Bureau of Investigation and Metropolitan Police Special Branch.

Our insurance covers up to £500,000 per event. For full information on what services are provided, please see the Insurance Policy. This document outlines when and how to contact **Security Exchange**.

What Type of Situation this Service Covers

This service is meant for actual or threatened security incidents, which would increase the risk of injury, illness or death of CISVers covered by the insurance. It includes the following:

- **Armed / Malicious Attack**, including terrorist incidents, bomb threats or explosions.
- **Disappearance** of an insured person.
- **Natural Disasters** – including such things as earthquake, flood, fire and epidemic.
- **Civil Unrest or Political Security Incident** – including riots, war or hostilities (whether war is declared or not), revolution, overthrow of the government.

Involving Security Exchange

Who Should Contact Them?

The people who are actually dealing with the crisis or those supporting them – generally speaking that means the host Chapter or National Risk Manager and/or the Regional or International Risk Manager supporting them.

A sending Chapter or National Risk manager should really only contact Security Exchange if their participants find themselves in a crisis situation while travelling to or from a programme, for example a terrorist attack in a transit airport.

Other Communications

All inquiries and communication to or from interested CISVers should be done internally by CISV. So if you are a sending Chapter Risk Manager who is worried about your delegation in a programme somewhere, please contact the host Chapter or National Risk Manager or Presidents or the Regional/International Risk Manager for news. If you are the host Chapter, you will have gone through the Crisis communications planning process to prepare for your programme; please act on it. Note that you can find contact details for key NA and Chapter officials in the mCISV Directory.

When to Contact Security Exchange?

If you feel a security incident or threat is happening or about to happen contact **Security Exchange** immediately.

Security Exchange appreciates early notification and can be contacted for advice if we are worried about a developing situation. Don't wait until things get serious.

How to Contact Security Exchange?

Please note that **Security Exchange** are initially contacted through the general Intana contact number:

Telephone: + 44 (0)1444 442 204

Web: www.securityexchange24.com

Security Exchange is open 24 hours a day, 7 days a week. They have a translation service available.

What to Do Next

Follow the advice and instructions of the professionals at **Security Exchange**. They will assess the situation and will act and advise you accordingly. If you have not already done so, please contact the International Office (preferably the International Risk Manager) to make them aware of the issue.

To the extent possible, follow the protocols in the [CISV Crisis Communications Guide](#).