

CRISIS MANAGEMENT // KIDNAP, RANSOM & EXTORTION // FACT SHEET // AUSTRALIA

Kidnap, Ransom & Extortion

Crisis Response Management Centre Hotline

Initial contact

Liberty Specialty Markets (Liberty) has arranged for dedicated crisis management consultants to be available for our policy holders to call in the event of an incident.

The 24-hour crisis response contact number for the Hotline is +61 (0) 2 7908 7868.

Please quote the policy number if available. Callers will speak directly to, or receive an immediate call back from, an experienced consultant. Notification to the Hotline is independent of, and does not supersede, policy requirements of notice to Liberty.

What to expect when you call

1. During your first telephone contact with the Hotline, you will be asked some brief questions regarding the key details of the crisis, threat or problem.
2. After getting this preliminary information, you will be asked for a phone number where you can be reached during the next hour.
3. A deployment decision based on the nature and geographical location of the incident.
4. Within the first hour after initial contact, a consultant will return your call to discuss the deployment decision and to determine an appropriate course of action. The consultant will work with you to develop a strategy for dealing with the early stages of the potential crisis.
5. If a consultant is dispatched, they will provide your company with further guidance on handling the situation.

Policy holder's notification obligations

Making contact with the Hotline is independent of, and does not supersede, the policy holder's obligation to notify, and disclose to, Liberty. In the event of an incident that may be covered by the Policy, and whether or not the Hotline has been contacted, one of the following Liberty representatives must be notified (in order of preference) in accordance with the terms of the notice requirements in Clause 7.2 of the Policy:



Nathan McLellan
Vice President
First Party Claims, Asia Pacific
T +61 2 8298 5944
E nathan.mclellan@libertyglobalgroup.com



Michael Lincoln
Vice President
Crisis Management & Weather, Asia Pacific
T +61 432 002 326
E michael.lincoln@libertyglobalgroup.com

Please send all written communications to:

Claims Manager
Liberty Specialty Markets
Level 38, Governor Phillip Tower 1 Farrer Place
Sydney NSW 2000

All coverage is provided by the terms and conditions of the Policy Wording.

Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 26,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' rating.

 [View our office locations](#)

 [Meet our Crisis Management team members](#)



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Liberty conversation

Liberty is not authorised to provide financial product advice. The information in this document does not take into account your objectives, financial situation or needs. Always consider the applicable policy wording and other relevant documents before deciding to acquire a financial product. This information is current as at June 2025. Liberty means Liberty Specialty Markets, a trading name of Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605; AFSL No. 530842 (for claims handling and settling services only)) incorporated in Massachusetts, USA (the liability of members is limited); Liberty Specialty Markets Hong Kong Limited (UBI 66395065); Liberty Specialty Markets Singapore Pte Limited (UEN 201538069C); and Liberty Specialty Markets Singapore Pte Limited, Labuan Branch (Company No. LF12903), a licensed insurer under the Labuan Financial Services and Securities Act 2010 (Licence No. IS2016162).