



SPECIAL CONTINGENCY RISKS LTD

## Incident Reporting Procedures & Claims Process

In the event of an incident, you should call:

SCR's Alert:24 24/7 Incident Helpline

**US and Canada:** +1 212 915 8630  
**Worldwide:** + 44 (0) 247 767 0000

When reporting an incident to the above, please provide as much of the following details as possible:

- Policy number
- At least two contact telephone numbers
- **Date** and **time** of the incident
- **Location** of the incident
- **What happened**
- **Name(s)** and **nationalities** of those involved in the incident
- Steps taken so far
- Whether contact has been made by the kidnapers and if so whether a ransom demand has been made

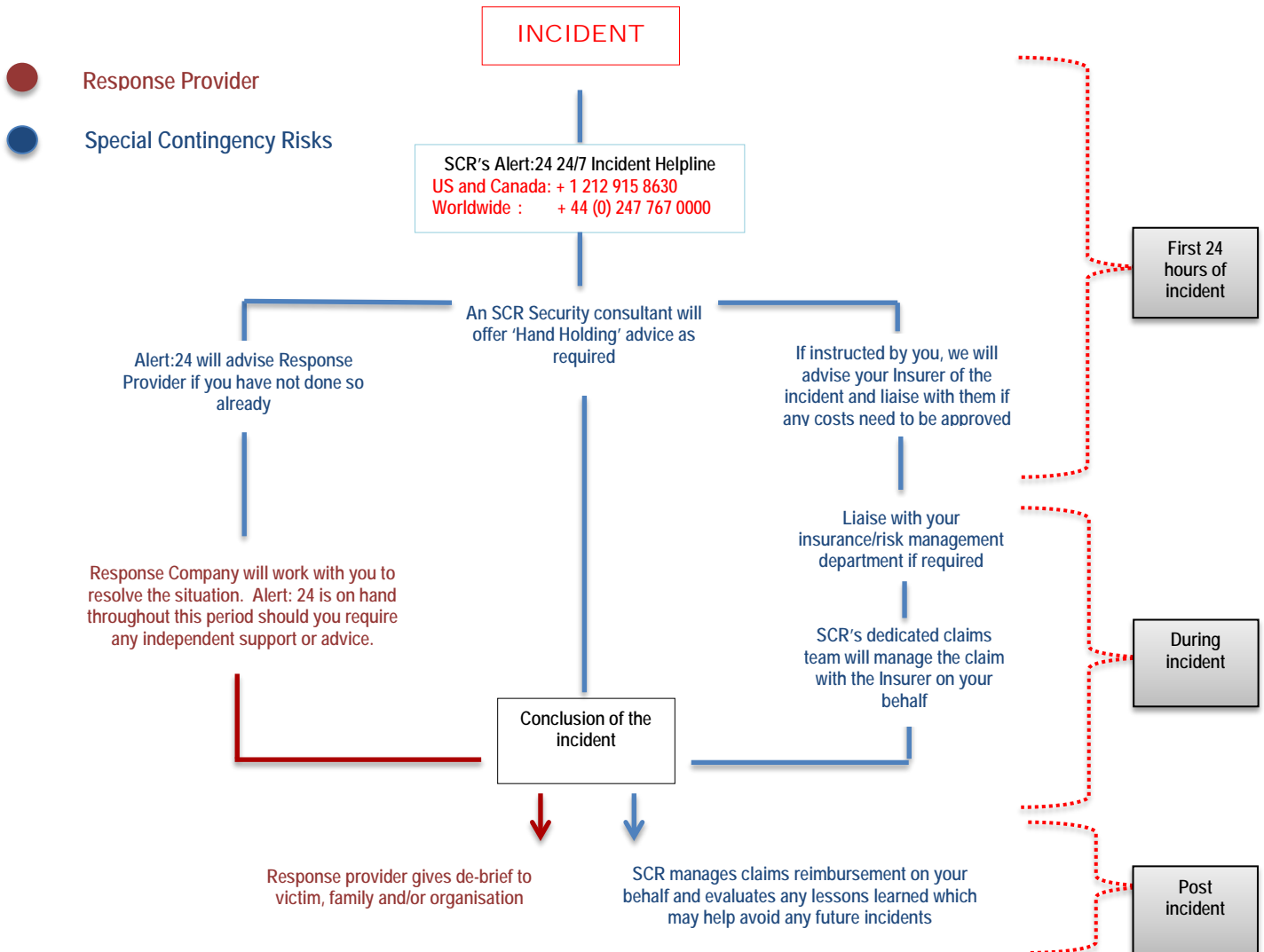


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# AN OVERVIEW OF THE CLAIMS PROCESS

Following an incident notification, the procedure / timeline can be expected to develop as follows:



During the incident, SCR Claims will be contacting you to begin the formal claims process. The team has a central email address: [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)

## THE CLAIMS CHECKLIST

- Notify Alert:24 as per hotline number
- If required, obtain permission from Insurers for expenditure<sup>1</sup>
- Summarise expenses incurred throughout the incident in Excel spread sheet format with supporting documentation (invoices, receipts, reports)
- Draft a statement of loss which provides a timeline of events
- Email report and summary of expenses to SCR Claims at [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)
- Where applicable: Sign and return Partial Release Form with payment instructions in respect of Ransom amount to [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)
- Forward Final Summary and all receipts to SCR Claims at [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)
- Sign Full and Final Settlement Form
- Return Full and Final Settlement Form to SCR Claims at [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)
- Confirm receipt of Expenses Settlement to SCR Claims at [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)
- Claim Closed

Should you have any questions about the claims process, please email SCR Claims at [claims@scr-ltd.co.uk](mailto:claims@scr-ltd.co.uk)



**INFORM | PREVENT | RESPOND | INSURE**

Tel +44(0)247 767 0247 (General Enquiries)  
Email: [Operations@scr-ltd.co.uk](mailto:Operations@scr-ltd.co.uk)  
Website: [www.alert-24.com](http://www.alert-24.com)

**Alert:24** provides your business with risk identification, mitigation and management services as part of your insurance transaction. This helps you to mitigate your risks, deliver effective duty of care and protect your people, reputation and profits.

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<sup>1</sup> If you are about to incur expenses that according to the policy require prior approval of the insurer, please ensure that you request this permission in writing before incurring the expense.