

Crisis Management

Our specialist team is empowered to help clients in three key areas, kidnap & ransom, evacuation of employees from foreign countries and contaminated products insurance (CPI). We deliver fast, flexible and sustainable solutions.

What makes us different?

Global experience – our multilingual teams support clients with a comprehensive understanding of local and cultural issues. In addition, our global programmes are available via an international network.

Empowered - Specialist local teams help clients through a single point of contact supported by the strength of a center of competence.

Innovative solutions – creating new products to meet needs. For example, an evacuation and repatriation only cover.

Client focused – We believe in a fair, transparent, tailor-made and client-centric philosophy

Long-term relationships – we are committed to supporting clients and have a proven track-record in the market for over 30 years.

Professional, discreet claims handling - our extensive know-how and many years of best practice claims settlement experience means companies can rely on professional, discreet processing and settlement of a claims.

Product Features

Kidnap & Ransom

- **Flexibility** – Companies can insure against specific risks by taking out single or additional cover and thus prepare effectively for an emergency.
- **Global protection with no exceptions** – Short-term project cover for trips to specific countries or worldwide annual cover.
- **24/7 access to crisis management service** – We partner with specialist crisis management consultancies, so that policyholders get free access to the crisis management consultant around the clock.

Contaminated Products Insurance (CPI)

Companies can face threats arising from contaminated products. We help them avert health hazards from defective products, protecting their reputation and balance sheets.

- **Product recall** – costs, including the costs of a first party recall and of a third-party recall by the policyholder's customers or by a government agency.
- **Decontamination** – redesign and redevelopment costs or consultants' fees.
- **Contingency** – reimbursement of manufacturing costs, lost profits and the not realized profits from a decline in sales.
- **Reputation** – Costs of advertising activities to counter the threat of a loss of sales.

Long-term relationships

30+
years

Available

24/7

Multilingual

50+
languages

In market for

30+
years



- Risk management – Prevention advice provided by crisis management consultants at the outset.

Who do we cover?

We work with a range of clients from mid-market to large international and global companies. In all cases, our local teams are empowered to help:

Kidnap and Ransom

Companies with an increased exposure through international networks and travel

- Food and beverage
- Banking and financial services
- Oil and mining companies
- Entertainment companies
- Media companies
- VIPs
- Telecommunications
- Blue-chip companies

Contaminated Products Insurance

Retail Distribution

- Food and beverage
- Cosmetics
- Pet food
- Manufacturing
- White goods
- Clothing

Wholesale Distribution (London)

- Automotive
- Manufacturing
- Jewellery
- Pet food
- Clothing

What happens next?

We aim to offer solutions for your full range of insurance needs. Please contact us with any enquiry and we will assess it thoroughly, fairly and do our very best to accommodate your requirements.

Contact us for more details

Crisis Management Retail

Germany	Wolfgang Dinzen	Spokesman of the Managing Directors & Head of Global Crisis Management	T: +49 2211443456	M: +49 1757225655	Wolfgang.Dinzen@hdi-specialty.com
Germany	Laura Militello	Underwriting Manager Crisis Management	T: +49 2211443466		Laura.Militello@hdi-specialty.com
Australasia	Karina Rodriguez-Diaz	Underwriting Manager Crisis Manager	T: +61 286468321	M: +61 413243978	Karina.Rodriguez-Diaz@hdi-specialty.com
Austria	Ursula Bauernberger	Leiterin Haftpflicht / Rechtsschutz / Unfall Industrie	T: +43 50905501446		Ursula.Bauernberger@hdi.at
Belgium	Yves Hagers	Director Underwriting and Business Development	T: +32 24368002	M: +32 473131938	Yves.Hagers@hdi-specialty.com
Canada	Derek Spafford	General Manager & Chief Agent	T: +1 4166077847	M: +1 6472611546	Derek.Spafford@hdi-specialty.com
Denmark	Julie Karlsen	Head of Financial Lines	T: +45 28340278		Julie.Karlsen@hdi-specialty.com
France	Charles-Arthur Durand	Souscripteur Responsabilités ETI (CPI)	T: +33 144055522	M: +33 623041632	Charles-Arthur.Durand@hdi.global
France	Marc Desrues	Directeur Souscription – Protection et Sécurité des Personnes	T: +33 144055508	M: +33 671504770	Marc.Desrues@hdi.global
Greece	Stylios Vasilopoulos	UW Manager & Sr. Claims Officer, Transport & Aviation / Casualty & Specialty (Crisis Management)	T: +30 6946282949	M: +30 2107259371	Stylios.Vasilopoulos@hdi.global
Hong Kong	Samson Lam	Asst Manager, Liability, Crisis Management – North Asia	T: +852 25888534		Samson.Lam@hdi.global
Italy	Giovanni Costantino	Special Lines and Crisis Management Underwriter	T: +39 0284790937	M: +39 3316736769	Giovanni.Costantino@hdi-specialty.com
Japan	Dr. Andreas Schaer	General Manager Underwriting Department I Chief Underwriter Liability	T: +81 345777784		Andreas.Schaer@hdi.global
Netherlands	J.J. Hendriks-Kloet	Product Owner – Crisis Management	T: +31 104036415	M: +31 657938385	Janine.Hendriks@nl.hdi.global
Poland	Marek Sodolski	Senior Underwriter – Zespół Underwritingu Ubezpieczeń OCT	T: +48 604933012		Marek.Sodolski@warta.pl
South Africa	Michael Mokgaotsi	Liability Underwriter	T: +27 113400108 (direct)	M: +27 834156800	Michael.Mokgaotsi@hdi.global
Spain	Jesús García-Blanco	Suscriptor Lineas Especiales	T: +34 915903619		Jesus.Garcia-Blanco@es.hdi.global
Switzerland	Gianni Solazzo	Senior Underwriter Liability & Crisis Management	T: +41 442654867	M: +41 794010035	Gianni.Solazzo@hdi.global
UK	David Palmer	Head of Crisis Management – Wholesale Distribution	T: +44 2070154236	M: +44 7770259374	David.Palmer@hdi-specialty.com

Crisis Management Wholesale

HDI Global Specialty SE

We work collaboratively with you to develop mutually beneficial relationships for the long-term. We are locally empowered giving you the agility, stability and certainty to meet the challenges of the changing world.

- HDI Global Specialty SE, Hannover Re and HDI Global SE are all part of the Talanx Group.
- We write over 20 Specialty business lines from our global network.
- Dedicated Specialty offices worldwide.

HDI Global Specialty SE

Podbielskistraße 396
30659 Hannover
Germany

Tel. +49 511 5604-2474
hdi-specialty.com

Talanx Group

Policies in over

150 countries

In 2020 Talanx had gross written premium income amounting to

€41 bn

A+

(Outlook Stable)

Standard & Poor's rating

A

(Outlook positive)

A.M. Best rating

110+ years

of continuity as an international insurance group