

## What to do in the event of an incident

In the event of an incident that may give rise to a claim under a Liberty Crisis Solutions policy, the following notice protocol should be followed. Whether or not one of our consultants or the Crisis Management Centre Hotline has been contacted, you should contact a Liberty representative to report the incident. You can call either:

**James Paul**

**T** +61 2 8298 5974

**E** james.paul@libertyglobalgroup.com    **or**    **E** crisis.adminAP@libertyglobalgroup.com

Reporting the incident to Liberty representatives is in accordance with the terms of the notice requirements in Clause 6.2 of the policy.

### What initial information will Liberty require?

We will require written notice of the incident including the date that the incident was first discovered together with a description of the products and circumstances of the incident.

There is also a claims form that can be completed – [click here for a copy](#).

A Liberty representative will confirm receipt of the notification and likely offer the services of our expert consultants. It may also be necessary to appoint a loss adjuster and this will be notified to the Insurance broker.

### What is the role of Liberty consultants?

In the time of a crisis, the expertise of Liberty's Crisis Management consultants can help protect a client's brand and business reputation.

Our Crisis Management consultants are independent third parties provided to our Insured's who can advise clients on how to manage an incident which may give rise to a claim under the policy.

Please note that our consultants are there to provide advice and assistance to the client – but not to take over the running of the incident from the client. All final decisions, including whether to recall the product(s), advertising and strategy, are still made at the client's discretion.

Liberty's panel of consultants includes HACCP Australia, Intelligent Risks and/or Security Exchange.

Our consultants are not loss adjusters. Their main role is to assist clients if they believe that they have had an incident which may give rise to a claim under the policy and they require assistance in managing this.

## Are the consultants costs covered by the policy?

These costs are included under the policy, and continue for 12 months from first discovery of the insured event if indemnity is accepted under the policy. In the event an incident is not indemnified by the policy, Liberty will still pay the costs of the consultants up to the time Liberty first advises indemnity is not available under the policy.

## Does the self-insured retention apply to Liberty consultants?

No self-insured retention applies to consultant and advisor costs.

## What is the role of the loss adjuster?

The loss adjusters' first role is to establish the cause/facts of the loss and provide a report on the circumstances to insurers. They also gather factual evidence about the case including witness statements, photographs and relevant documentation etc. The loss adjuster does not make recommendations to Liberty in relation to indemnity under the policy. The loss adjusters' role is to gather the required information on behalf of Liberty.

## 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' (strong) rating.

[View our office locations](#)

[Meet our Crisis Management team members](#)



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