

Important Information



AIG's Crisis Solutions partner NYA will rebrand to Crisis24 with effect from 21st May 2020. This will have no impact on the functionality of your insurance program with AIG. We continue to be focused on providing our current and future customers with a world leading insurance, security & response consultancy product.

In the meantime please find below some key FAQs that will answer some of your questions.

Who is NYA?

NYA was formed in 1990 and is a world renowned specialist security and crisis management consultancy providing a range of risk mitigation and crisis response services. They became part of the GardaWorld group in July 2018. As AIG's global response partner they are one of the most active and expert crisis response consultancies in the world.

Why has this happened?

Excitingly, GardaWorld is busy creating and investing in a market-leading risk and crisis management capability. Crisis24 will combine expertise from NYA, Crisis 24, Drum Cussac and Fam International to form a single division focused on providing broadened security risk management, crisis management and travel security services.

What does it mean for our insured clients?

There is no change to the insurance policy response for any of your clients, this is simply a wider rebrand. Those insured by AIG will continue to be supported by NYA's current response team who will operate under the new Crisis24 brand name. There will be no change to the 24/7 emergency number found within your Crisis Solutions policy form.

Does this change NYA's management or the people in their response team?

There will be no change to NYA management or change to members of their response team. The senior executive team at NYA will form an important part of the management of Crisis24.