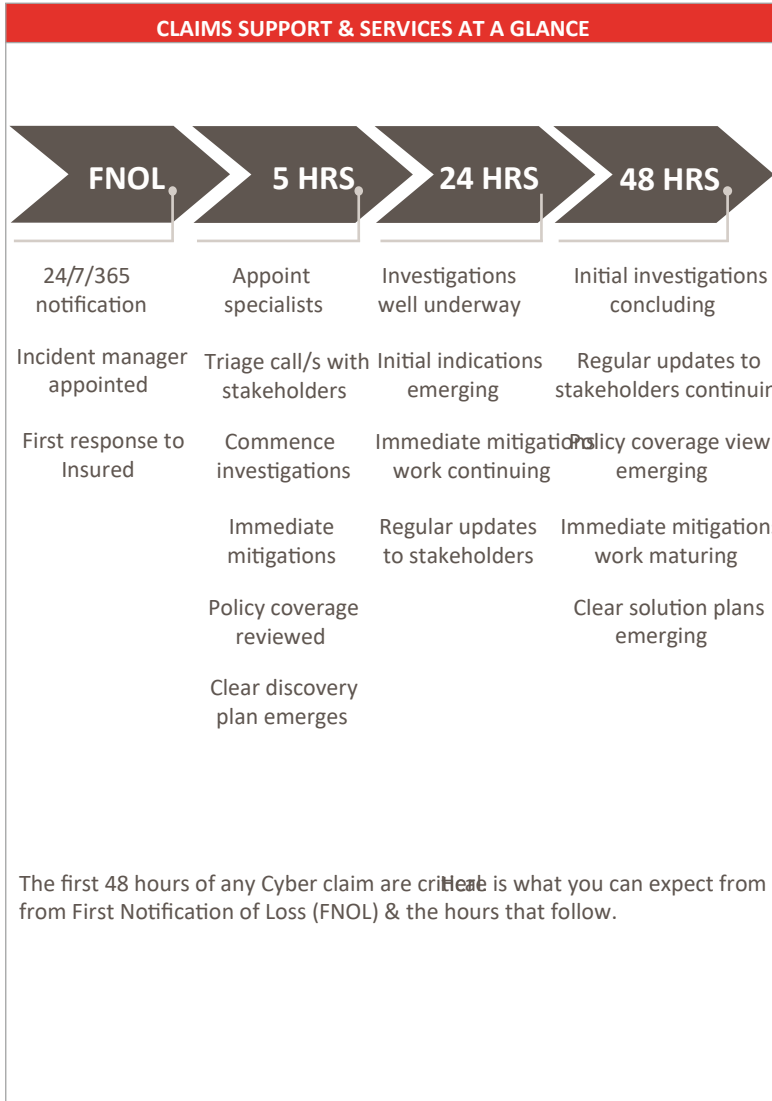




**RAKINSURANCE** is proud to partner with **Crawford** to offer a claims service that is rapid, relevant and responsive. You can count on our network to support yours when you need it most.

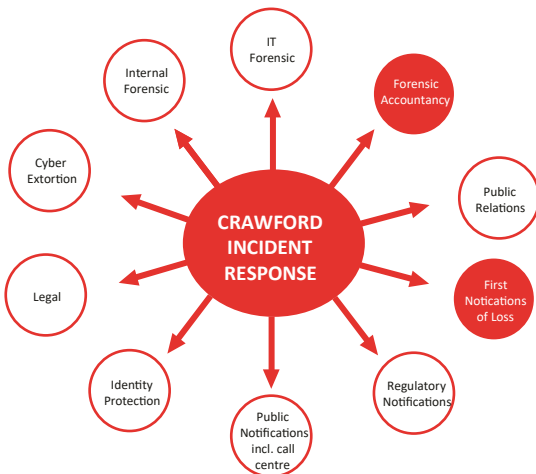




The real power of any Policy is in the Claims service & support it gives. Here is what makes Crawford distinctively different from other providers.

<b>Crawford</b>	<b>Typical</b>
Guaranteed Response	Best friend relationships
Global Solution	Revert to phone book Risks:
Contracted Specialists	Capability
Best in Class Specialists	Timeliness
Co-ordinated Solution	Expertise
Crisis Response to Insured	Indemnity Spend
Scalable	
FNOL Intake	
200 Languages	
24/7/365	

Our Incident Response is fast, far-reaching and friendly giving you peace of mind & the ultimate support.



**RED** indicates services performed directly by Crawford



In the event of an incident that could give rise to a claim, either now or in future, the Insured or their appointed Representative(s) should follow the following procedure:

1. All notifications of a **Claim, Loss, or Business Interruption Event** shall be made to the agreed Incident Response Provider – **Crawford – Toll Free No: 8000320819**, as soon as reasonably practicable, but in no case later than **7 (seven) days** after the Insured has become aware of such incident. The Insured shall provide such information and documentation relating to the incident as the Insurer may require in its sole discretion.
2. The Insured should notify the Insurer of circumstances reasonably expected to give rise to a Claim: specifying the reasons for anticipating such a Claim. If such notice is given, any Claim directly or indirectly subsequently made against the Insured alleging, arising out of or in any way connected with such circumstances shall be deemed to have been made at the time such notice of circumstances was given by the Insured to the Insurer.
3. The Insured shall not admit nor assume any liability, enter into any settlement agreement nor consent to any judgment in respect of any Claim without the prior written consent of the Insurer: such consent not to be unreasonably withheld or delayed.
4. The Insured shall co-operate with the Insurer, including any counsel that the Insured shall appoint to investigate any Claim or Business Interruption Event and render all such information and documents as the Insurer shall require in its sole discretion.