

HELP EMERGENCY RESPONSE GUIDANCE

HELP maintains a dedicated 24/7 legal emergency response and crisis management service through international law firm [HFW](#).

In the event of a crisis, emergency, or potential claim under your HELP policy, our partners in [HFW's Complex Environments team](#) are available to assist Policyholders in coordinating the management of the situation.

HFW Complex Environments can be reached by email: ComplexEnvironments@hfw.com.

Alternatively, call HFW's 24/7 Emergency Response number on **+44(0) 20 7709 7702** and ask for a member of the "**HFW Complex Environments team**".

Direct contact details for key London team members are as follows:

| CONTACT | LOCATION | OFFICE | CELL/MOBILE |
|----------------|----------|---------------------|--------------------|
| Richard Neylon | London | +44 (0)20 7264 8100 | +44 (0)7786 266919 |
| Michael Ritter | London | +44 (0)20 7264 8449 | +44 (0)7879 604188 |
| Simon Maxwell | London | +44 (0)20 7264 8841 | +44 (0)7795 207209 |
| Conor McIntosh | London | +44 (0)20 7264 8171 | +44 (0)7790 815060 |

Notice of Loss

Notification of a Loss to HFW LLP does not constitute a Notice of Loss to the Insurers. All Notices of Loss to the Underwriters must be made immediately in accordance with Clause (XI) of this Policy.

HFW has no authority on behalf of the Insurers to agree to any matter relating to the Insurers' liability, rights, and obligations under this Policy. Any Crisis Response provided to respond to an Insured Event does not constitute any acceptance of Liability for Loss by the Underwriters under Clause (XI) of this Policy. Any guidance provided by HFW LLP is provided on their standard terms and conditions, a copy of which is available from HFW LLP.