

**PROGRAM DIVISION  
BULLETIN**

2006-12

May 18, 2006

**PATROL® PROGRAM – PLANNING AND TRACKING RESPONSE  
ON LINE**

We are pleased to announce a new product is available from AIG Consultants, Inc., it's known as PATROL® Program. This service is now available automatically for all of our insureds. PATROL® provides crisis management services and solutions both of a general nature and services may be tailored for larger insureds on a contracted basis through outside vendors.

Below you will find a brochure and a notice to policyholders for your insureds . Please attach a copy of the Notice to Policyholder to all (admitted and surplus lines) policies going forward.

Please review and contact Darryl Snow of AIG Consultants, Inc. at 714-436-3209 with any questions.



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Policyholders Patrol P



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Brochure.pdf

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**AIG**

**PROGRAM DIVISION**

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## Notice to Policyholders

### **PATROL<sup>®</sup> PROGRAM – Planning And Tracking Response On Line**

This is a new product available from AIG Consultants, Inc.

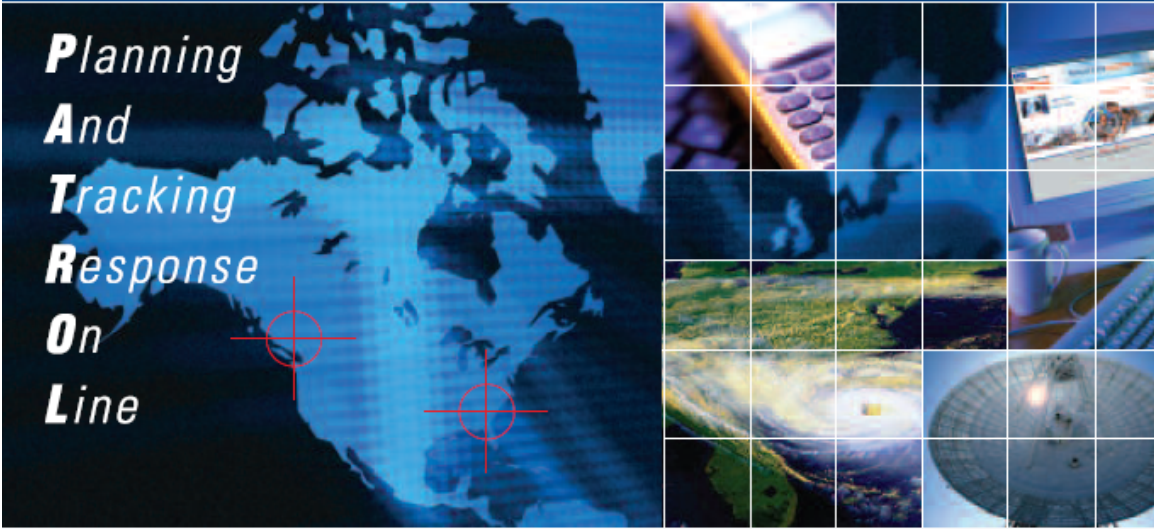
The Named Insured will have access during their policy period to AIG Consultant's Planning and Tracking Response Online (PATROL<sup>®</sup>) Program through PATROL's<sup>®</sup> website (<https://www.aigpatrol.com>). The PATROL<sup>®</sup> Program is a crisis management solution that provides the Named Insured with access to a global network of leading providers of crisis preparation and response services. The Named Insured can view online information about each service provider including company description, brochures, links, white papers, and press releases as well as complete and submit an online Request for Proposal (RFP) or a Work Order for Services. If the service providers response meets the Named Insured's criteria then the two companies can enter into an agreement for services.

The following services provider categories are available through PATROL<sup>®</sup> :  
Business Continuity/Disaster Recovery Planning, Workplace Violence, Public Relations, Employee Inventory, Threat & Vulnerability Assessment, Incident/Evacuation Drills, Incident Command, Sabotage & Terrorism, Chemical/Bioterrorism, Insurance Products, Event Management Software, Pollution, Kidnap & Ransom, Background Checks, Natural Disasters, Medical/Political Evacuation, Cyberterrorism, Executive/VIP Protection, Investigations, Physical Security, and Business Intelligence.

All other terms and conditions of the policy remain the same.

# **PATROL** PROGRAM

*Planning  
And  
Tracking  
Response  
On  
Line*



**AIG** AIG Consultants, Inc.



## AIG Consultants, Inc.

### Planning and Tracking Response OnLine



**Business Continuity/ Disaster  
Recovery Planning**

**Workplace Violence**

**Public Relations**

**Employee Inventory**

**Threat & Vulnerability  
Assessment**

**Incident/Evacuation Drills**

**Incident Command**

**Sabotage & Terrorism**

**Chemical/Bioterrorism**

**Insurance Products**

**Event Management Software**

**Pollution**

**Kidnap & Ransom**

**Background Checks**

**Natural Disasters**

**Medical/Political Evacuation**

**Cyberterrorism**

**Executive/VIP Protection**

**Investigations**

**Physical Security**

**Business Intelligence**

## THE ISSUE

Today's challenges to business continuity demand that steps be taken to prevent and manage the ever-increasing potential for crises. Any crisis, man-made or natural, can present potentially devastating exposures to a commercial enterprise if not managed properly. Businesses can discover, too late, that they are under-prepared for crisis-related exposures if they have limited in-house procedures or expertise to prepare for and respond to the crisis. Potential consequences include an unsafe working environment, financial losses due to business interruption, criminal persecution, civil litigation, increased vulnerability to physical attack, and even loss of life. However, a prepared and organized response to a crisis situation projects the image of a responsible and competent company and allows the organization to get back to business with potentially minimal loss.

## PATROL® – A NEW WAY FORWARD

To help ensure the most appropriate crisis response, AIG Consultants, Inc. (AIGC) offers complimentary access to the Planning and Tracking Response Online (PATROL) Program. PATROL is available to assist with the preparation for and response to crisis-related conditions. By utilizing a web-hosted information system connecting clients with a global network of selected crisis preparation and response companies, the PATROL Program enables clients to order crisis-related services and track crisis developments on-line in real time. *All PATROL vendors meet certain minimum qualifications related to services and insurance requirements that have been established by AIGC.* The PATROL Program also enables clients to stay informed of events that may affect their business through current security-related news from around the world that is posted on the PATROL web site.

## FEATURES OF THE PATROL® PROGRAM

- Complimentary access to approved registrants
- One-stop shop for global crisis planning and response resources
- Web-hosted common ground for communications
- Accessibility from internet browser
- Wireless accessibility from web-enabled handheld devices
- Training environment for staged events
- Documented record of response activities
- Current news briefings on global events that can affect your business

## THE PATROL® APPROACH

The PATROL® Program is a crisis management solution that provides clients with access to a global network of leading providers of crisis preparation and response services. Clients can view online information about each service provider including company description, brochures, links, white papers and press releases as well as complete and submit an online Request for Proposal (RFP), or a Work Order for services. If the service provider's response meets the client's criteria, then the two companies can enter into an agreement for services.

Instant access reduces the time and expense of searching for providers in the pre-event, actual event, and post-event stages of a crisis. By becoming proactive in the pre-event or planning stage, clients can use the PATROL Program to effectively minimize their potential risk of crisis-related losses. The PATROL Program system provides a real-time common platform for communication between the client and the selected response service providers. There are two PATROL websites available; one for Training, and one for Actual Events. The Training environment allows clients to test vendor response to staged events.

In the event of a crisis, the PATROL Program facilitates rapid notification and dispatch of selected service providers to respond to the event. RFPs and Work Order forms are provided online by PATROL and can be completed and sent to service providers in the pre-event stage, or during an actual event. The online system allows easy dissemination of the information via email and short message service (SMS) notifications which are automatically sent to service providers and clients. PATROL vendor services can be ordered at any time from a PC, or wirelessly from a web-enabled handheld device like a cell phone or Personal Digital Assistant (PDA). The wireless capability can decrease the response time by allowing real-time communications between the client and vendor, even from remote locations.

All RFPs and Work Orders are organized and stored on the PATROL system. PATROL also provides a documented record of comments by the reporting participants related to each event – pre, during and post. Clients can review this audit trail to evaluate overall response performance and identify areas for improvement.

*PATROL® provides evidence to shareholders, employees and their families that company management has committed to Best Practice solutions that are in place and available on demand.*



PRE-EVENT	DURING EVENT	POST EVENT
<b>P</b> Assess Risk <b>R</b> Consult Vendors <b>E</b> Order Services Online <b>P</b> Conduct Incident Drills <b>A</b> <b>R</b> <b>E</b>	<b>R</b> Dispatch Response Team <b>E</b> <b>S</b> Document Response Time <b>P</b> Communicate Internally and Externally <b>O</b> <b>N</b> <b>D</b>	<b>A</b> Review Incident Record <b>N</b> <b>A</b> Analyze Response <b>L</b> Identify Corrective Measures <b>Y</b> <b>Z</b> <b>E</b>

The PATROL® Program is not intended to provide first-response services for crisis-related incidents. It is the responsibility of the clients to provide first responders for such incidents. The PATROL® Program is offered to clients to assist in the overall incident planning, response and management process. Execution of incident-specific contracts may be required by some PATROL service providers prior to or concurrent with performance of significant scope of work. It is strongly recommended that contractual issues be addressed in the pre-event stage to ensure prompt response capabilities.

## Planning And Tracking Response OnLine



FOR ADDITIONAL INFORMATION  
contact the PATROL Program  
at 866.PATROL8 (U.S. and Canada)  
or at 714.436.3247,  
or at [patrol@aig.com](mailto:patrol@aig.com).

To view an online demonstration, and  
to register for PATROL,  
go to the PATROL homepage  
at <https://www.aigpatrol.com>.

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