



# Ministry-Life Balance

## SecuriTT User Guide

SecuriTT enables missionaries to prepare for, monitor, and respond to potential threats, thereby keeping you safe and secure wherever your calling may take you.

# Operate Globally with Confidence

The challenges of mission life can limit the impact of a missionary's ministry. Talent Trust provides missionaries with resources to stay physically, mentally, and financially healthy, so they can thrive as long as needed in their calling.

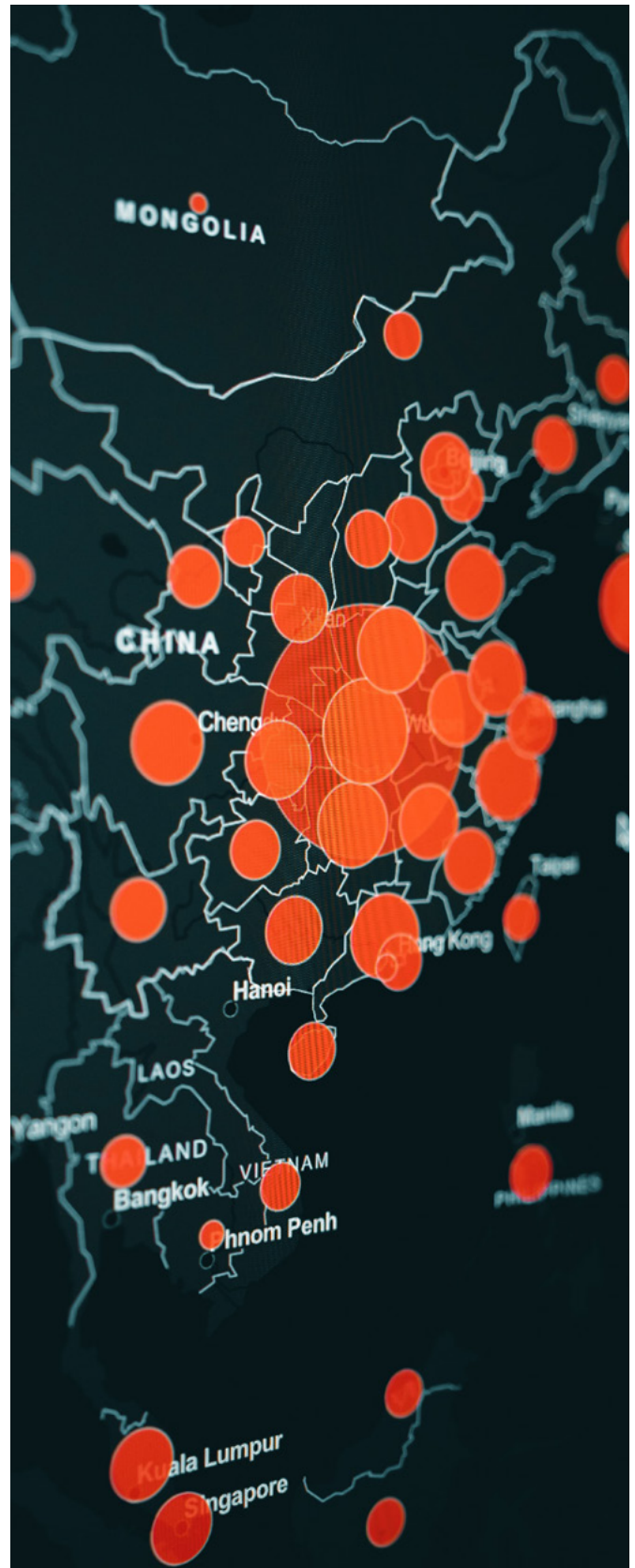
SecuriTT gives you the confidence and readiness to operate globally and securely. Know about travel, safety, security and health incidents worldwide.

## SecuriTT's Partnership with Crisis24

SecuriTT has aligned with Crisis24 to provide a wide range of complimentary security advice and assistance services designed to help protect you.

In this user guide, you will find instructions on how to use the SecuriTT benefits you receive as part of your insurance policy.

- Travel Safety Website
- Alerts
- Newsletters
- Access to Security Analyst
- 24/7 Hotline
- On-the-ground Assistance and Evacuation (CAP only)
- How Members Can Prepare for a Crisis



# Travel Safety Website

## Know Before You Go

SecuriTT provides members with access to a dedicated website hosting our analysts' knowledge about a wide range of security threats and locations. Members can find security intelligence related to their specific trip and concerns and should read the information relevant to their journey in order to learn what to expect and measures they can take to mitigate risk. The travel safety website is regularly updated to reflect recent developments.

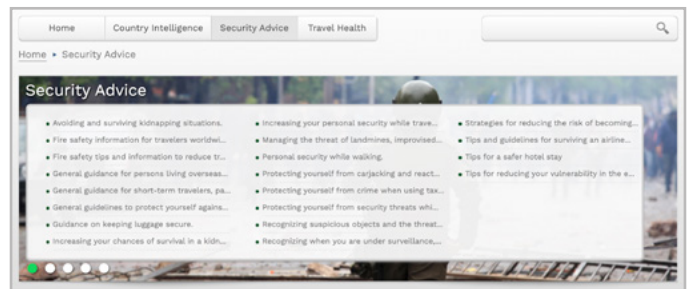
It is designed to be responsive, so you can access the information at any time, from anywhere, and on any device.

## Security Advice

The website contains detailed advice covering various security issues, on how to prepare for and what to do in the case of an incident. You can read up on this advice before or during a trip, or before your relocation, if there are specific threats that concern you.

Security advice covers the following categories, each broken down into specific threats:

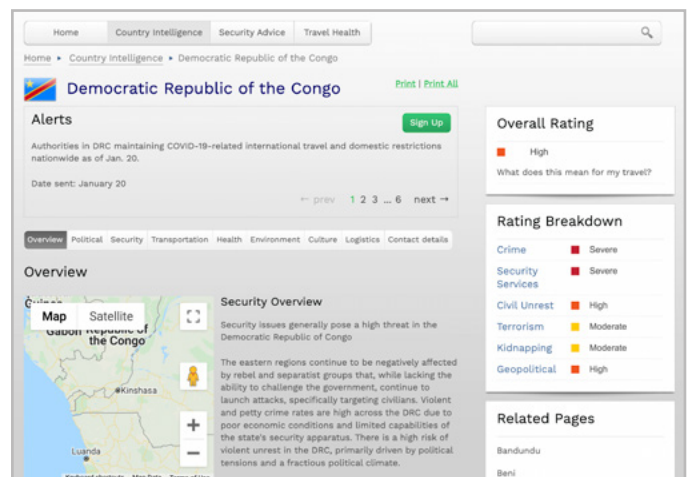
- Security Advice
- Environment Advice
- Transportation Advice
- Culture Advice
- Logistics Advice



## Country Intelligence

Research is compiled on over 240 countries and territories and over 170 cities to give you the best security advice specific to each location. Make sure you read about your travel destination before you go or while on a trip.

For each country, Crisis24 rate various threats. The risk ratings are determined through extensive research and consultation between the Crisis Support and Analyst departments. These ratings change at Crisis24's discretion, based on developments within a country.



## 24/7 Hotline

Should something happen to you while you are abroad, you might not know how to contact the local authorities, deal with a different culture or know how to speak the local language.

Our Customer Service team is available 24/7 to assist you, whether an incident has happened to you, you are concerned for your safety while traveling or you simply need assistance accessing our services.

Calls to the Hotline can cover the following, but are not limited to:

- You have lost or have been scammed out of your passport, personal ID or wallet;
- What to do if you are a victim of an assault (e.g., mugging, robbery, harassment, attack);
- You are stranded and need assistance because of extreme weather or political unrest, for example; You are under personal threat and need advice (stalking, memory loss, threatening mail or call);
- Missing person or in jail;
- You are concerned about current incidents, such as a terrorist attack or civil unrest, or a potential threat affecting an upcoming trip and would like security updates;
- You have login issues to Crisis24 services.

If your safety while abroad is threatened or you have any concern, call our Hotline for advice. In situations where it is deemed necessary, on-the-ground assistance such as emergency evacuation can be deployed for certain members (see next section).

**+44 (0)207 741 2185**

Make sure you have the following information on hand when you call us:

- Member ID
- Your name
- The name of your organization
- Your location
- A brief description of the situation
- How to contact you

# Crisis Assistance Program (CAP)

A program that covers evacuations and crisis response teams during natural disasters and times of political instability.

## What is CAP?

The Crisis Assistance Program is a full service security assistance program covering evacuations and crisis response teams during life threatening incidents.

CAP Provides Crisis Support in the event of:

- Natural Disasters
- Political Threats
- Terrorism
- Kidnap
- Hi-Jack
- Ransom
- Violent Crime

Along with 24/7 live support, the CAP Advantage App delivers real-time travel risk support to help members steer clear of security threats altogether.

Pricing for CAP is \$90/year per adult and \$60/year for each dependent child.

Travel to the following countries is not covered:

Afghanistan, Libya, Iran, North Korea, Russia, Somalia, Sudan, Syria, Ukraine, Venezuela, and Yemen.

## Benefits of CAP

### Comprehensive Service

Our service covers all necessary expenses in a variety of emergency situations with no additional cost. This includes transport and escort to the nearest 'safe haven', relocation home, cover for personal effects, personal accident and return of mortal remains in the event of a death. These can easily run into the \$100,000's.

### Ensure the Safety of Your Members

Any number of situations can mean your members find themselves in a crisis and in need of expert help. CAP's comprehensive services and app help to ensure the location and safe return of your members from trouble spots around the world.

### 24/7 Support from Security Specialists

The world can change in an instant. CAP's specialist teams are dedicated to providing your members with 24/7 emergency and crisis support during incidents or periods of heightened insecurity. Whether it's night or day, experts will provide a reassuring source of advice and service during a crisis.

### Crisis Management Experts

Your members can rely on experienced teams to help them in emergency situations if their safety is compromised. FocusPoint has delivered proven risk, security, and crisis management solutions in demanding situations.

### CAP App

Providing up to date info on the situation for both the member and their support team, info on the member's location, and communication for escape routes and where to meet security teams.

**Natural Disaster**

means any event or force of nature that has catastrophic consequences and causes damage or the potential to cause a crisis to a CAP customer. This includes an avalanche, landslide, earthquake, flood, forest or bush fire, cyclone, hurricane, tornado, tsunami, volcanic eruption, or other similar natural events that give rise to a crisis if noted and agreed by FocusPoint.

**Political Threats**

means the threat of action designed to influence the government or an international governmental organization or to intimidate the public, or a section of the public, to advance a political, religious, racial, or ideological cause. For the purposes of this travel assistance plan, a political threat is extended to mean civil threats caused by riots, strikes, or civil commotions.

**Terrorism**

means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**Kidnap**

means the illegal seizing, detaining, carrying away by force or subterfuge and holding captive of a CAP customer by any third party who then demands a ransom as a condition of the release of the CAP customer and is extended to include crisis consultant and virtual kidnap.

**Hi-Jack**

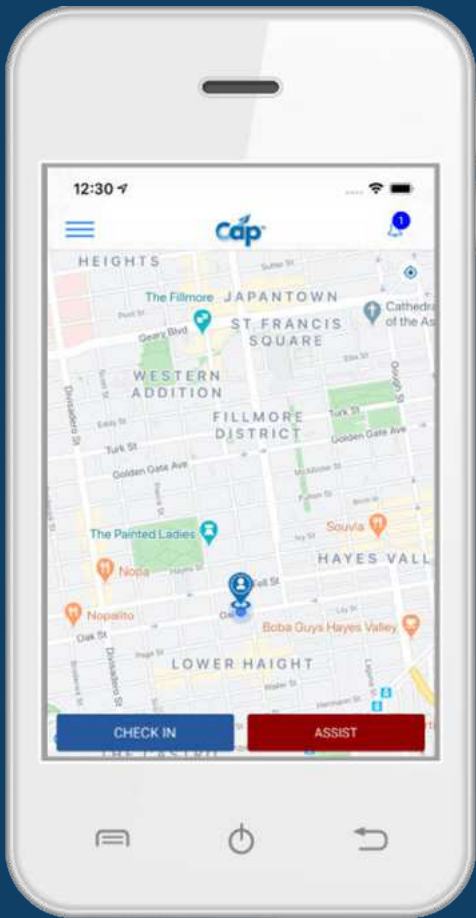
means the illegal holding under duress for a period in excess of six hours of a CAP customer while traveling on an airplane, vehicle, or watercraft.

**Ransom**

means cash and/or marketable goods or services surrendered or to be surrendered by or on behalf of the CAP customer to meet a kidnap, crisis consultant, virtual kidnap or extortion demand.

**Violent Crime**

means any act or threat of violence to a CAP customer, which causes, or is likely to cause, death or serious bodily injury.



## CAP Advantage App Benefits

CAP Advantage is a location-based services (LBS) application, available for both Android and Apple smartphones, that was originally designed with the traveler in mind. As a travel risk management tool, the CAP Advantage app is used to support corporate duty of care and provide both business and leisure travelers vital optics into destination-based health, safety and security risks, with the ability to seek medical and security assistance with the touch of a button.

In response to the recent and on-going global COVID-19 pandemic, FocusPoint is capable of deploying the CAP Advantage app as a comprehensive communications tool with the added benefits of active monitoring, alerts, response technology, and so much more.

- 24/7 Live Support & One-Touch Emergency Assistance
- Country and City Travel Risk Ratings & Intel
- Location-Based Mapping Interface
- Destination-Based Alerts & Advisories
- Manual Itinerary Management
- GPS-Based Traveler Tracking
- Safety Check-In Button
- User-Defined Tracking
- Proximity-Based Travel Alerts (if selected during the purchase process).

Find out more at:

[www.captravelassistance.com/about-us/cap-advantage/](http://www.captravelassistance.com/about-us/cap-advantage/)

## Assistance Protocol

1

Click 'ASSIST' button on the app or call +1 619 717 8549.

2

CAP Customer Service agents qualify call; obtains caller's policy number, name, organization, contact information, location and brief description of the situation.

3

CAP provides immediate remote advice.

4

CAP coordinates & confirms in-country resources: including security resources, ground transport, aviation assets, etc.

5

Request for Personnel details: Exact location, In-country point of contact details. May also be found based on the GPS location services in the app.

6

Establish check-in and communication protocols, safety check-in schedule based on situation.

7

Plan confirmation brief with Security Resources, Assets and Evacuees.

8

Mission Execution Performed in 3 Phases: Link up with Client Personnel, Movement to Departure or Safe Haven, Manifest Departure or Secure in Place.

9

You are safe & sound.



## How Members Can Prepare for a Crisis

Each situation is different. The following is a general and non-exhaustive list of actions individuals can take towards ensuring their safety.

- Download the app for Crisis24 or FocusPoint depending on your cover and learn how to use it.
- Do some background research ahead of your trip, read up on your destination on the apps.
- Sign up to receive the relevant alerts for your trip.
- Save the Crisis24 or FocusPoint Hotline email & phone numbers along with your Allianz plan number.
- Leave a copy of your itinerary with a family member or a colleague.
- Exercise vigilance at all times. Employ situational awareness; this means maintaining a low profile, being aware of distractions and ensuring all belongings are safe.
- Make sure you can be contacted by the security team and have spare batteries for your phone.

If you have any questions, please do not hesitate to contact **Crisis24** at [support@crisis24.com](mailto:support@crisis24.com)

Telephone: [+44 20 7741 2185](tel:+442077412185)

Website: [www.talent-trust.com/member-benefits/securiTT/](http://www.talent-trust.com/member-benefits/securiTT/)



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