

CASE STUDY

Mall Attack in Kenya

Travel Guard and AIG Global Security provide crisis response for injured client

Midday on September 21, 2013, the Westgate Mall in Kenya's capital city of Nairobi was attacked by masked gunmen. Dr. Juan Ortiz was taking his 12-year-old daughter Juanita to the mall to attend a friend's birthday party. When he drove into the lower basement parking, Dr. Ortiz heard gun shots and small explosions. He decided to drive back out of the parking area, but a car blocked the exit route. At that moment, several men brandishing weapons appeared out of the bushes next to the ramp and proceeded to walk toward the car. The assailants then opened fire through the car door and window, hitting Dr. Ortiz and his daughter.



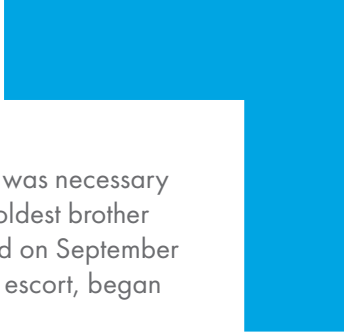
Dr. Ortiz died shortly thereafter from his wounds, while his daughter hid on the floor of the car. After calling for help from her father's cell phone, she remained there for nearly three hours, with gunshot wounds to her leg and hand, until help finally reached her and took her to the hospital.

That evening, Travel Guard was contacted by the Liverpool School of Tropical Medicine to advise that one of their employees, Dr. Ortiz, had been shot and killed in the initial attack and his daughter was injured. Juanita had no other family in the country, and Travel Guard's senior leadership team quickly decided to activate a crisis response plan. Martin McLaughlin, Regional Account Manager, EMEA, departed for Nairobi at 6 a.m. the following morning, and was met by John Rudolph, AIG Global Security, Africa, upon his arrival.

Martin and John arrived at Nairobi's Aga Khan Hospital at 7 p.m. to meet with Juanita, who had undergone emergency surgery for her wounds, and a family friend who was watching over her. Juanita was in stable condition, but would likely need additional surgery. The following day, Martin had Juanita moved to a private room and posted security at her door to ensure the press did not intrude. He then discussed possible evacuation plans with Juanita's mother, who lives in the U.S.

"This is just one of many cases where Travel Guard, with the support of AIG Global Security, has provided valuable and timely assistance to a client in need, no matter how challenging or tragic the circumstances might be," said Jeff Rutledge, Chief Executive Officer, Travel Guard, and Head of Global Travel, AIG.

Over the next four days, the team worked tirelessly to make all of the necessary arrangements. Martin met with the British High Commission to seek the return of both Dr. Ortiz and Juanita's passports, which were awaiting UK visas. He contacted the US Embassy to discuss Juanita's medical evacuation to the US to be with her mother. A conference call was arranged between Peru's Ambassador and Minister of External Affairs and Dr. Ortiz's sons to discuss repatriation of their father's remains back to Peru, his birthplace. With the assistance of the Ambassador of Chile (acting on behalf of the Peruvian Government), the team had Dr. Ortiz's body moved to a private facility.



After consulting with Juanita's doctor, the Travel Guard medical team determined that evacuation was necessary to allow her to receive a higher level of care at a hospital in New Orleans, Louisiana, where her oldest brother lives. The Travel Guard Assistance team made the necessary arrangements for Juanita's travel, and on September 27, the day after her father's funeral service in Nairobi, Juanita, along with Martin and a medical escort, began the journey from Nairobi to New Orleans via London and Atlanta.

"It is incredibly humbling to be part of this amazing response," said Martin. "The UK Assistance team, some parents themselves, pulled out all the stops to ensure Juanita was well cared for, especially on the long journey back to the US. As a father, I couldn't help but empathise with what this little girl had been through. Ensuring that she was protected and supported was crucial."

Once Travel Guard learns of a client experiencing a travel emergency, a team quickly takes action, including providing ground support if needed, coordinating the medical case and evacuation arrangements, communicating with embassy, consulate and government agencies, as well as providing real-time information to family members.

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