



News Release

Contact: Joan Mirabile, Senior Vice President/
Marketing Communications Director
Joan.Mirabile@usaig.com
212-952-0100

IMAGES: High-resolution visuals can be [downloaded here](#)

USAIG and Black Swan Solutions® by Empathia Team Up to Boost Policyholder’s Emergency Response Plan (ERP) Readiness Through the Performance Vector Safety Initiative

New York, NY (October 6, 2021)...USAIG, one of the world’s leading aviation-specific insurance providers, proudly welcomes Black Swan Solutions® by Empathia to its Performance Vector safety initiative. Performance Vector is a portfolio of safety-supporting services made available to most USAIG policyholders that insure a turbine-powered aircraft or place multiple policies with USAIG.* Each eligible policy can select one program option annually to enhance loss control and safety activities.

Thinking about managing an emergency involving company aviation assets is nobody’s favorite thing. That means preparation can sometimes get pushed aside by other priorities. But any operator that’s had to navigate through an aviation incident will tell you, it’s an enormous challenge full of complex, time-critical demands.

“Emergencies can come without warning and there’s tremendous risk in operating without complete confidence in the plan and resources in place to manage them,” said John T. Brogan, USAIG President and CEO. “For 10 years the Performance Vector program has focused on helping our policyholders enhance safety and preparation in their operations. The addition of Empathia’s world-class crisis management services fits perfectly with those goals, providing a superb new opportunity for our policyholders.”

Empathia has provided organizations with an array of vital support services for more than 35 years. Black Swan Solutions® by Empathia, an industry-leading crisis management service, helps client organizations prepare for, respond to, and recover from crises of all kinds. Policyholders that select the Black Swan Solutions® ERP Services option as their Performance Vector benefit receive:

- Up to 6 hours of consultative support to optimize and align the ERP for smooth coordination in the event it’s activated (first year only)
- Access to web-based and quarterly training to keep internal emergency response team members knowledgeable and current
- Training in and integration with Empathia’s proprietary Disaster Information Management System (DIMS) to enable flexible, secure deployment and access to operators’ response plans, protocols, forms, and contact data
- The ability to rapidly access Black Swan Solution’s® scalable array of specialized resources and services to help meet the response and recovery demands of an emergency

Available ready-response services (fee-based, dependent on activation) include:

- A dedicated 24/7 contact center staffed by crisis counselors to field calls from concerned family members, friends, stakeholders, and the community impacted by the event
- Assistance with emergency contact notification and media relations
- Deployment of scalable family assistance resources
- Critical incident response and management services to meet the ongoing needs of impacted personnel
- Organizational and management consultation
- After incident review and planning support

“In any crisis scenario, what matters most is people. Empathia and USAIG are aligned in a whole-hearted commitment to doing what is right for the people we serve – not just policyholders, but also their networks and communities,” said Michelle Colosimo, Empathia’s Executive Director of Critical Support Services. “Organizations of all sizes can rely on Black Swan Solutions’ highly qualified crisis specialists to provide accurate information and emotional support, enabling organizational leaders to focus on the most critical needs.”

The Performance Vector benefit refreshes with each policy renewal and the ERP services option can be selected in subsequent policy years to sustain the subscription year-to-year. To learn more about the Performance Vector ERP support services option available from [Black Swan Solutions® by Empathia](#), visit the “Safety” tab at www.usaig.com or contact us at safety@usaig.com.

*Check with your broker, underwriter, or policy documents to confirm eligibility.

Learn More at NBAA-BACE

Visit USAIG at the National Business Aviation Association’s Business Aviation Convention & Exhibition (NBAA-BACE) in Las Vegas, NV from October 12-14, 2021, booth #2258. Meet USAIG’s team of aviation insurance and safety experts and take part in discussions about Performance Vector and USAIG’s other safety initiatives.

USAIG Booth 2258 – Las Vegas Convention Center

About USAIG

About USAIG United States Aircraft Insurance Group (USAIG) provides a full spectrum of coverage options for owners, operators, manufacturers, and maintainers of corporate, private, and commercial aircraft. In 1928, our founders – World War I pilots and businessmen David Beebe and Reed Chambers – saw the need for an insurance company that truly understood aviation. We remain a world aviation insurance leader delivering innovative, custom-tailored insurance products and services, including Performance Vector safety programs and Performance Vector PLUS good experience returns. United States Aviation Underwriters, Inc. manages USAIG, maintaining the industry’s largest network of underwriting and field claims offices. USAU’s wholly owned subsidiary, Toronto-based Canadian Aviation Insurance Managers manages the Canadian Aircraft Insurance Group insurance pool. USAIG is a subsidiary of General Re Corporation, a Berkshire Hathaway company. Follow us on Twitter @USAIG_CAIG, Facebook & LinkedIn. Please visit our website at usaig.com.

About Black Swan Solutions® by Empathia

Black Swan Solutions, crisis management services by Empathia, assists organizations in preparing for, responding to and recovering from the human impact of crises. This turnkey approach integrates the expertise of experienced crisis professionals with state-of-the-art technology to provide people with timely and accurate information, as well as the human support they need, during and after a crisis. Black Swan’s crisis management services were originally developed specifically to support organizations within the transportation and aviation industries. Since then, the service’s capacity to help clients proactively prepare, respond and recover in times of crisis has spread across industries, with a client base that includes some of the most recognized brands in the world.