

Highway robbery in Spain

April 2010



The situation

A couple was travelling by car in Tarragona, Spain, and decided to stop and get something to eat before continuing their journey. Soon after getting back on the road they realised something was wrong with one of their tyres and they stopped on the side of the road to replace it. While they were busy with the tyre, two unknown men offered their assistance. The couple was suspicious of the two men and declined their offer of help. The two men proceeded to force their way past the couple and grabbed a number of their possessions, including passports, driver's licences, money and keys, and then fled the scene. The couple realised that the tyre had been deliberately tampered with when they had stopped earlier, which allowed the robbers to have access to their belongings when the couple stopped on the side of the road to examine the car.

Assistance

The couple contacted their bank, who then recommended that they get in touch with red24. A red24 security specialist assessed the situation and it was ascertained that although the victims were no longer in immediate danger, they still needed advice and assistance.

The advice given included:

- The victims should report the incident to the police.
- Family, bank and travel insurance providers should all be contacted.
- Their embassy should not only be informed of the incident but should also arrange for new passports for the victims.

As the police, family and bank had already been informed of the robbery, red24 contacted the couple's embassy in Spain to assist them with obtaining new passports. As the couple wanted to remain in Spain to complete their holiday, it was arranged that their consulate in Alicante would provide them with new passports in several days' time.

red24 kept in contact with the couple to ensure that they were coping with the shock of the incident and that all necessary paperwork was being handled. They were extremely thankful for red24's assistance and were informed that they could contact the Crisis Response Management (CRM) Centre 24/7 should they require any further assistance.