

## HSBC teams up with red24 for terror alert

By Emma Thelwell

Last Updated: 2:06am BST 04/07/2007

Global banking giant HSBC has teamed up with Aim-listed security firm red24 to offer a round-the-clock Flood Advice helpline to customers in the wake of the torrential rain that has hit the UK this summer.

The news came as red24, formerly ARC Risk Management, unveiled a new terror alert service for its members in response to Britain's terror alert level being raised to 'critical' over the weekend following a series of failed bomb attacks.

Red24 provides a range of personal security services, from advice on identity fraud and online safety, to security whilst travelling abroad, including a global response team to locate missing loved ones.

HSBC currently offers two red24 services to their Plus account customers: identity theft advice and 24-hr advice on security, risk and travel.

The bank offers red24's services as part of a package, which includes travel insurance, and charges a monthly subscription of £6.47 for the first six months and £12.95 thereafter.

A spokesman for red24 said: "There is pressure on large companies to offer their customers the CRM (crisis response management) solution, as part of an overall 'holistic' service."

The group's clients include corporate travel group Hogg Robinson Group and insurance group Jardine Lloyd Thompson, and it boasts a specialist team which includes Neil Thompson, a former Detective Superintendent of the National Crime Squad and David Hill, a former area commander of the National Crime Squad.

Jonathan Simpson Tarling, director at red24: "Concern over flooding and terrorist activity is high in the UK at the moment, with people looking for expert guidance and reassurance, and in some cases physical assistance."

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