



*Integrity*  
*Experience*  
*Security*

## Boston Based National Insurance and Financial Services Firm

**Overview:** Boston Based National Insurance and Financial Services Firm has more than 185,000 individual policyholders and personal auto insurance premiums exceeding \$300 million in 2006. In the course of a termination, disturbing information and threats were uncovered.

**The Problem:** An employee had been bringing weapons into the workplace and was involved in a heated argument with an HR official. It was determined that the proper course of action was to terminate the employment of this individual.

**Strategic Recommendation:** RMA was called in to assist with this possible violent situation and to provide protective agents both on-site and at the home of the Chairman in case of retribution by the discharged employee.

**Program Elements:**

- Personal Protection of clients
- Surveillance and investigation of wrongdoing

**Results:** RMA Global responded to a partners request by developing a tailored response that worked within the HR framework of the partner and its budget. The response included crisis response planning and protection for possible targets of retribution. RMA Global considered all possible risks in order to mitigate any potential problem beyond the normal HR protocols at its corporate partner.