



# Experian Turn-Key Data Breach Resolution Support

Helping you weather the storm of a data breach.



## Turning calamity into calm.

All backed by the knowledge that your sensitive information will only be handled by Experian employees, a dedicated, responsive staff to help you resolve the situation and minimize loss.

## Incident Management

### Dedicated Account Manager

You are assigned a dedicated Account Manager to help guide you through the data breach resolution process.

### Project Management Tracking

Your Account Manager will provide an implementation checklist to ensure each phase of the resolution process is on task.

### Enrollment Escalation Desk

Enrollment of your clients or personnel may be escalated, depending on circumstances, for swifter resolution.

### Incident Response Education

Experian will train your key staff members how to address the breach and to prepare for situations that may arise.

### Open/Closed Ticket Management

When an identity theft case is opened, it is thoroughly tracked and reported on using a ticket management system.

## Notification

### Four-Color Notification Letter

A notification letter, including a 4-color option, will be sent to all individuals identified in the data breach.

### National Address on File

Experian utilizes its vast resources to provide current and appended addresses. We can also help research addresses for incomplete records.

### User-Friendly Format/Letter Copy

A fully-formatted letter is provided for you to customize and use as your own to allow you to take advantage of our experience, saving you time and effort.

### Notification Letter Assistance

We provide complete copy and mailing services in addition to re-sending letters that are returned due to incorrect addresses.

### 24-Hour Compliance Review Turn Around

Our compliance review turn-around is swift to ensure that we do not delay your ability to meet notification law requirements.



## Call Center Support

### US-Based Fraud Resolution Agents

In order to ensure fraud cases are handled with care, a dedicated U.S.-based Experian Fraud Resolution Agent will guide the fraud victim every step of the way.

### Dedicated Toll-Free Number

A unique toll-free number can be provided to allow for a more personalized experience.

### Customer Service 7 days/week

Customer Service is available seven days a week to help answer any questions and to help escalate the case to a Fraud Resolution Agent should that be necessary.

### Incident-Related Scripting Assistance

Our call center utilizes a customized script for individuals who call in relation to an incident.

### Incident-Related FAQ Support

FAQ's are provided by our call center who can address any questions related to an incident so you do not have to use internal resources.

## Identity Theft Protection

### Choice of level of protection

Experian offers multiple levels of identity protection to consumers to help them protect, detect and resolve identity theft that may have resulted from a data breach.

### \$1 Million Identity Theft Insurance

Once enrolled, individuals are covered up to \$1 Million against losses and expenses associated with identity theft.\*

### 3 Bureau Credit Monitoring & Daily Surveillance Alerts™

Your consumers will have peace of mind knowing that their credit reports are accurate and they will be alerted should any new inquiries arise.

### Lost Wallet

Our Fraud Resolution Agents will assist with the cancellation and reordering of debit, credit, and medical insurance cards in the case of a stolen wallet. (Only available with ProtectMyID™.)

### Internet Scan

We scan the Internet daily for unauthorized use of individual's Social Security, credit or debit card numbers. (Only available with ProtectMyID™.)

## Reporting

### Call Center Metrics

Experian tracking includes daily call volume, types of calls, speed of answer and other activity indicators.

### Fraud Resolution Cases

Reporting on the number of open fraud cases can help identify the ramifications of a data breach incident.

### Enrollment Metrics

Receive reports for identity theft protection enrollment numbers both online and offline.

### Escalation Reporting

Get timely updates about the status of any escalated concerns submitted by your organization.

### Notification Metrics

Receive reports for mailing metrics including the number sent, received, and returned.

To learn more about **data breach resolution**, contact Experian at **[databreachinfo@experian.com](mailto:databreachinfo@experian.com)** or call **1 866 751 1323**.

\*Identity theft insurance is offered with ProtectMyID only and is underwritten by insurance company subsidiaries or affiliates of Chartis Inc. Please refer to the actual policies for complete terms, conditions, and exclusions of coverage [www.protectmyid.com/evidence-of-coverage](http://www.protectmyid.com/evidence-of-coverage).  
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