



# Effectively communicate in a crisis with Crisis Response Management

## Confidently notify your customer base.

Experian has over a decade of experience helping businesses efficiently manage small to large scale consumer crisis response programs. When a live incident occurs our crisis specialists will work with you to build a custom response plan that fit your needs. Notify your consumer base of any relevant details or potential threats by harnessing the power of Experian's notification system, experienced call center, and experienced team.

# 15+

years that Experian has been managing  
crisis and data breach programs

# 100+

countries covered so you can reach  
consumers wherever they are

## Create a notification plan for you.

- Outbound notification management
- Communicate situation updates to your consumers through multiple channels
- Inbound response management
- Our trained agents monitor and engage multiple inbound communication channels
- Gain access to an expansive library of tools for you to take advantage of – including communication best practices, templates, and frequently asked questions





# 30+M

print and email notifications  
delivered each year

Harness the power of Experian's crisis management to allow your organization to have an unrivaled crisis response that you can implement on an international level.



## Far-Reaching Notifications

- Covering 100+ countries
- Expedited timelines
- Dedicated account manager
- Address validation and delivery
- Reporting and analytics
- QA for printing and fulfillment
- Email and direct mail outreach and management



## Experienced Call Center

- Multilingual call centers
- Expedited setup time for quick response
- Highly skilled and accountable agents
- Dedicated toll-free number for your project
- 24 hours, 7 days a week availability
- Specialized for crisis and breach response

**Visit [Experian.com/DataBreach](https://www.experian.com/DataBreach)**