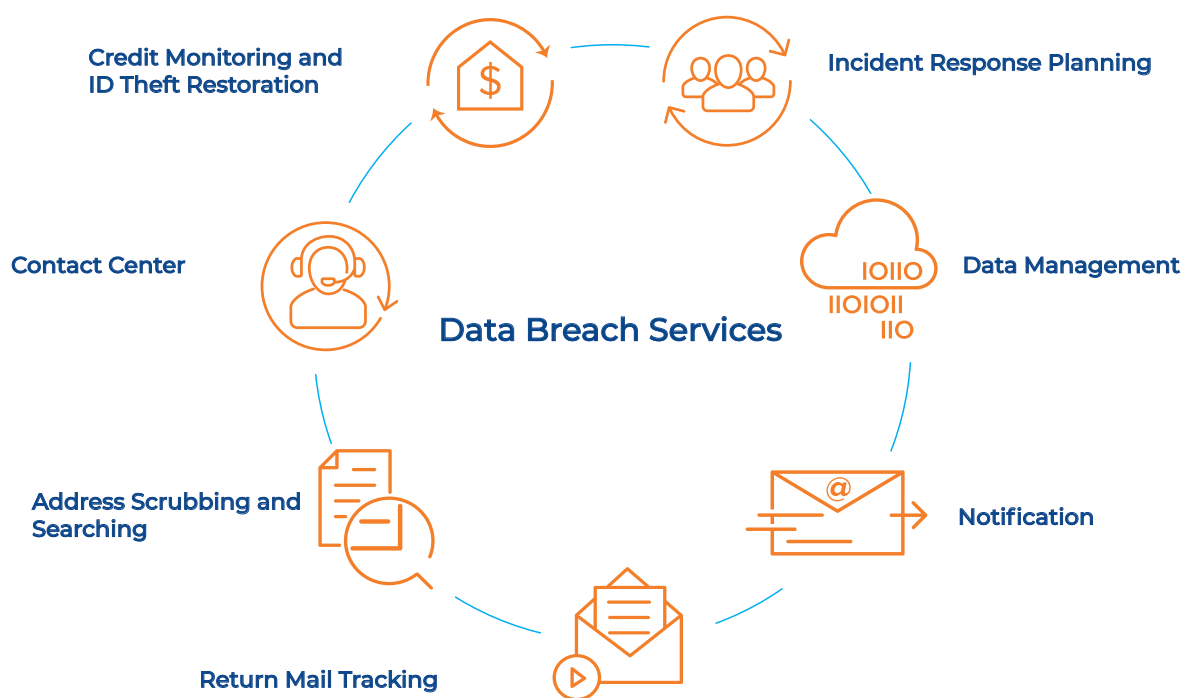Not If, But When: Responding to a Data Breach

epiqprocess

With unmatched expertise in responding to data breach incidents, Epiq delivers efficient, responsive services when it counts most.

Credit Monitoring and ID Theft Restoration

Incident Response Planning

Contact Center

Data Breach Services

Data Management

Address Scrubbing and Searching

Notification

Return Mail Tracking

Data breaches pose a serious risk for identity theft, corporate reputation and monetary damage. We handle all aspects of the security breach process under one roof, from data research to strategic communications, ensuring confidence and promoting stability. This gives you a single point of contact throughout the entire process, and eliminates the inefficiencies introduced by cross-vendor coordination.

Our standard, guaranteed turnaround time is just 3-5 days, making us the fastest in the industry. And, rush services are available – so you can rest easy.

People. Partnership. Performance.

Not If, But When: Responding to a Data Breach

Incident Response Planning

Proactive planning prior to an incident can save precious time after one occurs, and ensure smooth service delivery when it counts most. Our response planning services include:

· Participation in mock data breach scenarios

· Data formatting and intake consultation

· Call center modeling and scripts

· Service level agreements

Data Management

We help you reduce the overall cost of maintaining a complete mailing list by deploying specially designed algorithms to deduplicate files and eliminate gaps in data. And, our experience handling large volumes of data in multiple formats securely with our advanced data import and processing engine means your data is always safe and startup time is minimal.

Notification

Our in-house noticing capacity is unmatched in the industry, with the ability to print and mail more than 2 million documents per day. We can notify potential breach members via multiple channels, including standard mail, email and advertising across several media. If your data breach results in a negotiated settlement, we work with you to develop legal notice plans, facilitate claims review and processing and ensure that class members receive appropriate remedies.

Address Scrubbing and Searching

When we receive affected individuals' email or physical addresses, we perform deduplication and data scrubbing to make the information "mail-ready." We also run all records through the U. S. Postal Service's National Change of Address database upon request. This standardizes and updates addresses to the latest available information for greater and swifter delivery success. It also eliminates duplicate data so that multiple notices are not sent to the same recipient, reducing printing and mailing costs.

Contact Center

Our substantial in-house contact center provides you with full telephonic communication and email support with capacity for more than 1,000 agents in multiple locations hosting 200+ languages. We handle hundreds of thousands of Interactive Voice Response (IVR) calls and tens of thousands of agent calls each day. Our standard service includes 24/7 IVR support and agent coverage from 9am to 9pm (EST) and can be further tailored as required.

Credit Monitoring and ID Theft Restoration

Together with the respected consumer credit reporting agencies Equifax and TransUnion, we offer a one-stop shop for credit monitoring and ID theft restoration services:

Credit monitoring solutions include:

· 1-bureau and 3-bureau options

· Online daily credit monitoring

· Fraud alerts

· Identity theft insurance

Identity theft solutions include:

· Coverage for the entire affected population

· Police report filings and third-party negotiations

· Quick and effective identity restoration for adults and minors

· Dedicated team of highly-skilled restoration specialists to work on behalf of customers to restore identities

Large Federal Government Incident

21M Affected

960 Call center agents handling

1.5M+ Calls

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