

# epiq process

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



**Data breaches pose a serious risk for identity theft, corporate reputation, and monetary damage.**

We manage all aspects of the security breach process, 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.

- **GDPR compliant**
- **100+ international response campaigns**
- **Translation services**
- **Data breach offices in the U.S., U.K., and Canada**
- **Notified affected individuals in over 140 countries**

**People. Partnership. Performance.**

[epiqglobal.com](http://epiqglobal.com)

# in-depth solutions

## 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
- Proactive agreements

## Data management and address scrubbing

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 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.

## Return mail tracking

In compliance with regulations, we record every document or email that did not initially reach the recipient. All our mail is sent first-class, which automatically sends returned or deliverable mail back to us for recording, storage, and additional address research, if necessary. Also included with first class mail is postal forwarding information from the U.S. Postal Service, so we can update addresses and re-mail, increasing the success rate of mailed notifications.

## 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
- U.S., U.K., Canada, and Australia
- Dark web and social media site monitoring for other countries

### Identity restoration 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 health insurance company incident

9.2M

affected

540

agents ramped in under two weeks

40M

records to reduce

100K+

calls handled

<10M

records remaining after deduplication

1.1M+

live operator and IVR minutes

## Contact center

Our substantial 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 can be further tailored as required.

## Large federal government incident

21M

affected

960

call center agents handling

1.5M+

calls

60M+

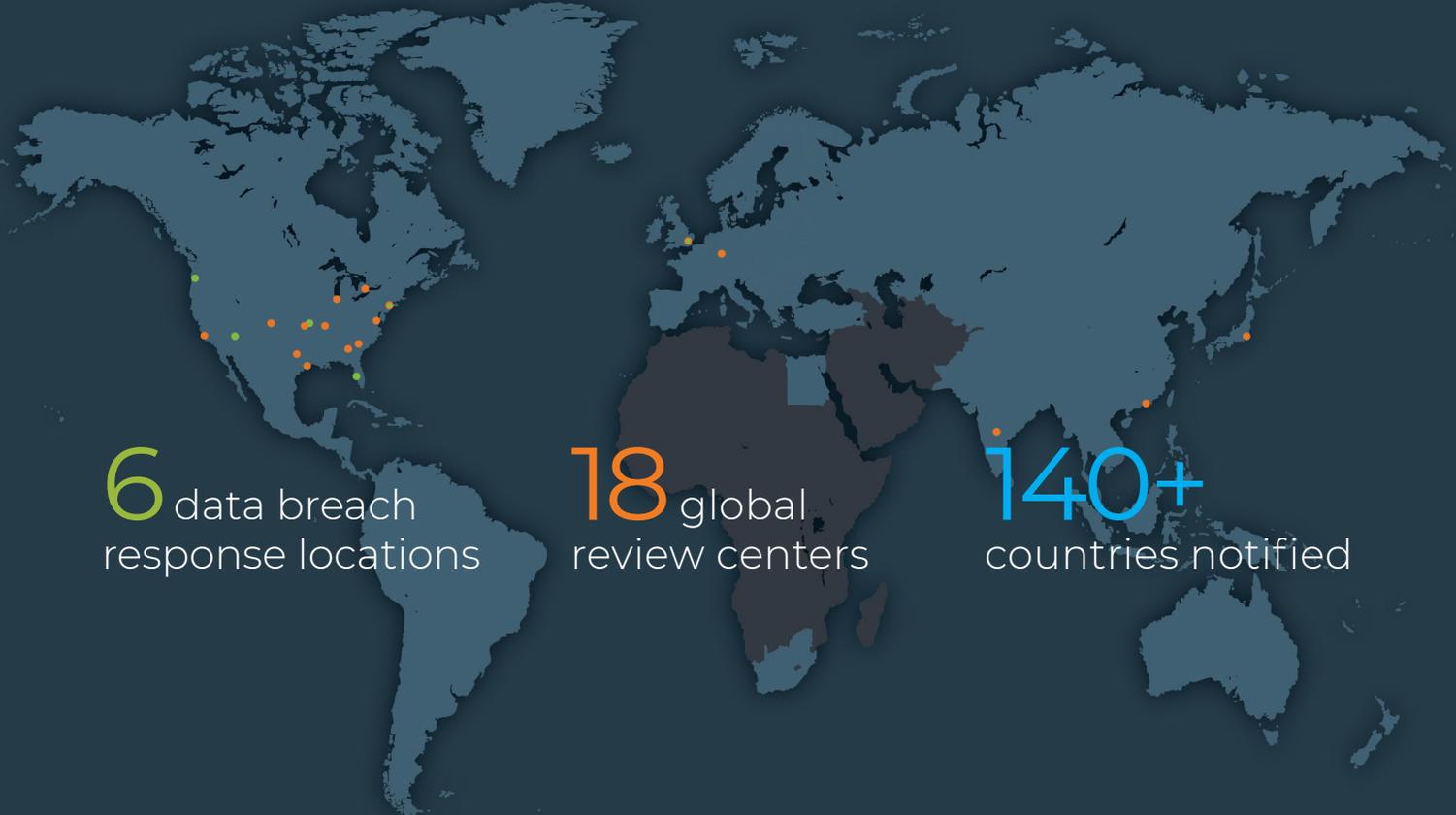
IVR minutes

## Data breach document review and discovery

When an email compromise occurs document review by trained and experienced experts is often required – high levels of accuracy are absolutely necessary, and you can't afford to miss capturing crucial data if a breach turns into litigation. Epiq provides solutions for the document review and sensitive data discovery stages of both incident investigation and breach response.

Epiq's expert services and document review solutions directly reduce review costs while delivering industry leading accuracy and quality.

We offer fully managed review – including flexible staffing of experienced reviewers, training and quality assurance processes. And when the data volume and timeframe warrant it, we can deploy technology-assisted review to enable rapid location of relevant documents and overall cost reduction. Multilingual support, global document review centers and a Tier IV data center in the US and data centers that meet or exceed Tier III standards internationally mean our infrastructure is scalable and secure.



6 data breach  
response locations

18 global  
review centers

140+  
countries notified

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Class Action & Mass Tort | Court Reporting | eDiscovery | Business Process | Regulatory Compliance | Restructuring & Bankruptcy

