

Seamless Data Breach Response



Your emergency is our routine

Global Breach Response Expertise

A data breach can create havoc even in the most prepared organization. New regulations and public pressure to act quickly require a company's response to be strategic and comprehensive. But how do you plan for the unknown?

Kroll has decades of experience helping clients notify their customers affected by breaches of all sizes – from a small number of individuals to complex situations that involve millions of records across multiple jurisdictions, time zones and languages. We deliver more than notification letters and identity monitoring services. The depth and breadth of our cyber risk services make Kroll an efficient one-stop partner for all your incident response needs and goals. Our cross-functional teams will help you protect your brand, preserve customer relationships, mitigate losses and execute a cost-effective plan, all while taking a huge burden off your staff.



Breach notification communication

Notification letter development and multiple delivery options

- Working with inside or outside counsel, we customize and prepare letters for various breach audiences as needed in native languages

Deep expertise in rapid data cleansing, de-duplicating names, standardizing addresses, sorting special populations and return mail management

- More data subjects are notified accurately from the start, reducing renotification and keeping down costs; demonstrated “best efforts” better meet regulatory mandates and potentially support legal defense

Call center support

- Emergency call center ready in four business hours; fully resourced call centers open in 24 to 48 hours
- Agile deployment of global call centers, staffed by multilingual agents, as needed for multijurisdictional engagements that cross multiple time zones

GLOBAL CAPABILITIES

As data privacy regulations evolve, Kroll tracks closely with them, developing our capabilities to fulfill the needs of our customers to make individual notice in various jurisdictions.

JURISDICTION	Notification	Call Center	Identity Monitoring	Identity Theft Restoration	Credit Monitoring
UNITED STATES	✓	✓	✓	✓	✓
CANADA	✓	✓	✓	✓	✓*
UNITED KINGDOM	✓	✓	✓	✓	✓
EMEA	✓	✓			
APAC**	✓	✓			
LATAM**	✓	✓			

* Available through partner referral

** Notifications and call center services may be fulfilled out of one of our international offices via international postage and an extended-hours or 24x7 call center

Wide-ranging options in consumer-related monitoring services

- Clients can offer single or multiple types of services from 12 categories, including identity monitoring, credit monitoring and dark web monitoring
- Kroll's technology and platforms are continually enhanced with fresh data and go beyond credit monitoring to provide consumers with relevant, actionable insight into identity theft risks

ID theft restoration

- Kroll's investigators actively consult on concerns, investigate issues and work to resolve confirmed cases of ID theft
- Clients maintain oversight by signing off prior to each restoration case opening
- Victims' identities restored to pre-event status; we'll go the distance to fully resolve cases

Comprehensive, regular and auditable reporting

- Knowledgeable experts, especially in highly regulated sectors
- Experts guide clients through industry-specific challenges, e.g., PII or PHI, that affect response
- Particular experience with regulatory regimes, including HIPAA, GDPR, PIPEDA, FERPA, GLBA, FCRA and PCI, among others

Client-friendly retainers and unified MSAs

- Includes proactive and reactive services; preparedness sessions included in all retainer levels
- Apply funds to any cyber services including data breach response
- Single agreement for incident response and breach notification globally

CASE STUDY

Global Agile Response for Unprecedented Data Exposure

A Fortune 500 company discovered data was exposed in a subsidiary that affected hundreds of millions of people across 56 countries and regions. Kroll quickly assembled a cross-functional team to be onsite with the client within 14 hours of the initial call. Our experts launched the full response within a condensed 10-day timeline, including:

Follow-the-sun operational strategy for continuous support across multiple time zones; agility to continually refine the response; and coordination of planning and response activities with client's teams and stakeholders.

Global communications strategy included 55 toll-free numbers, across 56 countries and regions, staffed by 1,000+ trained call center representatives in North America and 320 international agents, providing live, local assistance in 14 languages. Also created 21 separate FAQ pages, in 14 languages.

Regular status and reporting updates shared with client's internal and external teams to track progress; communicated with client multiple times a day to support agile decision-making.



① Additional details of how Kroll successfully managed this complex, multijurisdictional incident available upon request

Don't Wait for a Crisis – Prepare Now

Many laws today demand notification readiness. Now is the best time to learn more about our breach notification services, so you can prepare before a crisis hits. Reach one of Kroll's breach notification specialists today.

GLOBAL CYBER EXPERTISE

Many of our cyber professionals bring years of unique experience from their former service with large enterprises as well as law enforcement and regulatory agencies:

- Federal Bureau of Investigation (FBI)
- Interpol
- U.S. Department of Justice (DOJ)
- Securities and Exchange Commission (SEC)
- U.K. Intelligence and Policing
- Europol
- Hong Kong Police Force
- U.S. Department of Homeland Security (DHS)
- U.S. Secret Service (USSS)
- U.S. Attorney's Office

DID YOU KNOW...

- **Kroll works on more than 1500 cyber events per year** for clients ranging from Fortune 100 to medium-sized businesses.
- **Kroll works with over 70% of the Fortune 100 and 91% of the AM Law100.**
- **Kroll has a dedicated insurance team for insurance and legal channels,** with extensive relationships with 50+ cyber insurance carriers and exclusive benefits to insureds.

AWARD-WINNING CYBER EXCELLENCE

- **"Leader" in Customer Data Breach Notification and Responses Services 2017 The Forrester Wave™**

"[Kroll] is capable of being a one-stop shop for multiple services relating to breach response, from forensic investigations to support for clients in litigation issues."

- **Best Cyber Security Provider**
National Law Journal Readers' Choice 2019
- **Best Global Risk & Investigations Consultant**
National Law Journal Readers' Choice 2019

INDUSTRY ACCREDITATION



CREST has accredited Kroll as a global Penetration Testing provider.



Kroll is certified as a PCI Forensic Investigator (PFI) and a Qualified Security Assessor (QSA) Company.

TALK TO A KROLL EXPERT TODAY

North America

T: 877.300.6816

UK

T: 08081012168

Australia

T: 1800870399

Hong Kong

T: 800908015

Singapore

T: 8001013633

Or via email: CyberResponse@kroll.com

kroll.com/cyber

About Kroll

Kroll is the leading global provider of risk solutions. For more than 45 years, Kroll has helped clients make confident risk management decisions about people, assets, operations and security through a wide range of investigations, cyber security, due diligence and compliance, physical and operational security and data and information management services. For more information, visit www.kroll.com.

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