



# Breach Notification

Trusted Breach Response, At Any Scale



# Breach Notification

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.

## Complete Breach Notification Services Coverage

### Notification

- Data Cleansing
- Version Management
- Address and Email Verification
- Language Translation (over 58 Languages)
- Global Letter Print and Fulfilment
- Global Email Delivery
- 3rd Party Data Owner Opt In/Out Technology



### Contact Center Services

- Intelligent IVR Routing
- Global Call Centers including all time zones
- Global Email Support
- Chat Support
- Communication Management
- Escalation Management
- Over 18 Languages Spoken

### Credit & ID Monitoring

- 1-Bureau Monitoring (US, Canada, UK, Australia)
- 3-Bureau (US)
- Dark Web Monitoring
- Credit Reports
- Social Security Number Trace
- Payday Loan Monitoring
- \$1M Insurance

### Consultation & ID Theft Restoration

- Fraud Consultation
- Identity Theft Restoration (US, Canada, UK)
- Licensed Fraud Investigators

## Key Benefits

<b>Rapidly notify affected customers</b>	Notify affected parties quickly, allowing them to take immediate action to mitigate risks, such as changing passwords or monitoring accounts for suspicious activity.
<b>Avoid legal penalties</b>	Many regulations, like GDPR and CCPA, mandate timely breach notifications. These services help organizations stay compliant and avoid legal penalties.
<b>Soften reputational damage</b>	Transparent and swift communication about breaches builds trust and demonstrates responsibility, which can soften reputational damage.
<b>Alert customers of suspicious activity</b>	Notify customers of suspicious activity that may indicate theft, including credit inquiries, new trade-lines, derogatory notices, public records and changes of address, or if personal information found on the dark web.

**EXPERIENCING A CYBER INCIDENT? CALL OUR 24/7 HOTLINES**

North America: 877 300 6816	UK: 808 101 2168	Hong Kong: 800 908 015	Additional hotlines at: <a href="https://kroll.com/hotlines">kroll.com/hotlines</a>
Singapore: 800 101 3633	Australia: 1800 870 399	Brazil: 0800 761 2318	Or via email: <a href="mailto:CyberResponse@kroll.com">CyberResponse@kroll.com</a>

## Kroll Notification Navigator - One Platform for Coordinating Third-Party Breach Notification

Kroll's third-party breach management platform provides the technology and expertise to communicate with multiple stakeholders and exchange data files and letter templates.

Tailored Notification

Kroll-supplied tailored email or letter notification to impacted third-parties and end users.

Defensible Audit Trail

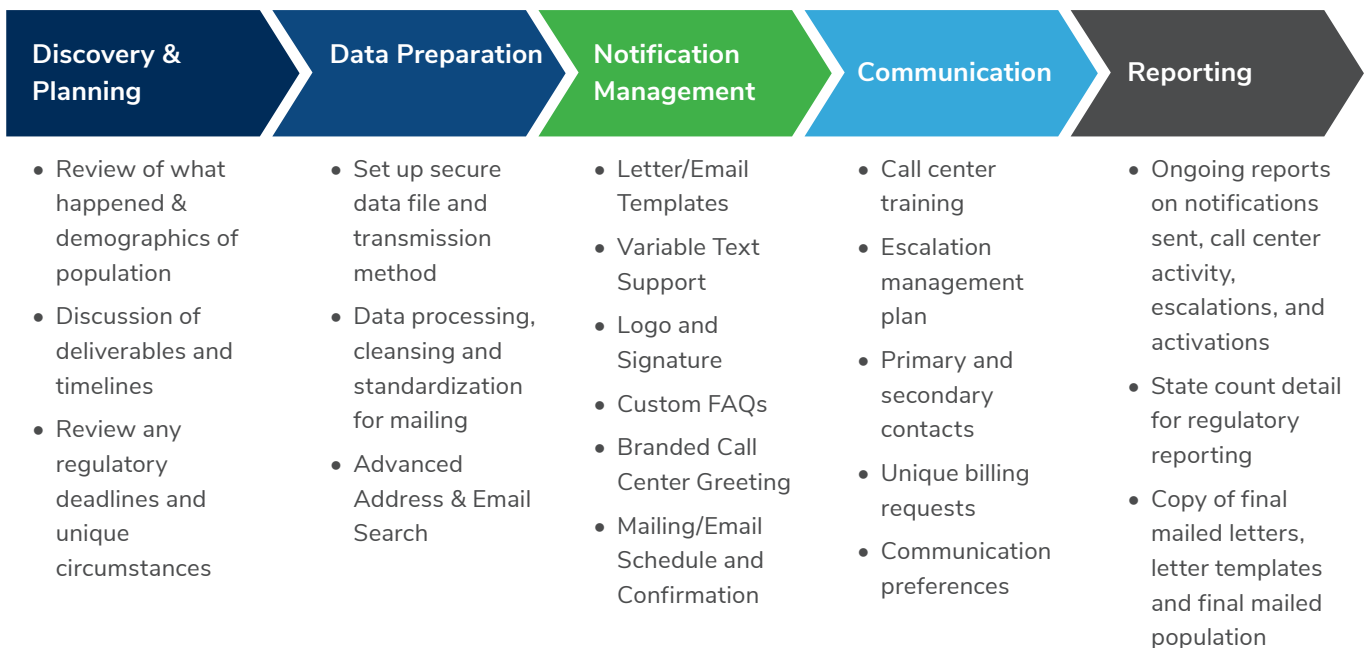
Trackable and auditable engagement with third parties

Opt-Ins Management

Facilitates opt-in for notification to end consumers and regulatory authorities

## Our Approach

When a breach occurs, you need a rapid but phased approach to get your message out to third parties in a timely manner that meets regulatory compliance requirements but also in the right manner with the right details to avoid further damage to your brand.



# Case study – U.S. Fortune 500 company

## The Challenge



- A U.S. Fortune 500 company learned of a data exposure in a subsidiary that affected hundreds of millions of people across 56 countries and regions.

## The Solution



- Kroll quickly assembled a cross-functional team that was onsite with the client within 14 hours of the initial call.
- Our experts quickly launched a comprehensive response within a condensed 10-day timeline including
- Continuous follow-the-sun operational support across multiple time zones to continually refine the response and coordinate planning and response activities

## The Result



- Global communications strategy that included 55 toll-free numbers, across 56 countries and regions
- Had over 1,000 trained call center representatives in North America and 320 international agents, providing live, local assistance in 14 languages.
- Created 21 separate FAQ pages in 14 languages.
- Provided regular status and reporting updates with client’s internal and external teams to track progress and support agile decision-making.

## Global Capabilities

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

COUNTRY	NOTIFICATION	CALL CENTER	IDENTITY MONITORING	CREDIT MONITORING	IDENTITY RESTORATION
United States	●	●	●	●	●
Canada	●	●	●	●	●
United Kingdom	●	●	●	●	●
Australia	●	●	●	●	

## Why Kroll

**Breach Intelligence from 1000s IR Cases Each Year** – we leverage our unique frontline exposure from handling thousands of incident response, breach notification and litigation matters a year to carry out the fastest and most appropriate response.

**On the panel of 85+ insurance carriers** – Kroll has a dedicated insurance team for insurance and legal channels, with extensive relationships with 85+ cyber insurance carriers and exclusive benefits to insureds.

**Decades of breach notification and compliance experience** – With more than 20 years of breach notification experience, working with some of the most complex notification regulatory regimes in the world, Kroll can ensure a company’s response is managed to both to comply with any legal obligations and protect their reputation.

**Trusted provider** – Kroll has provided breach notification and call center services to hundreds of millions of people around the world, handling the most pressing emergencies with unrivaled speed and efficacy.

## INDUSTRY RECOGNITION



CREST-accredited for Penetration Testing, SOC, and IR services



Kroll is certified as a Global PCI Forensic Investigator (PFI) company



Kroll recognized as a Representative Vendor in Market Guide for Digital Forensics and Incident Response Retainer Services and Managed Detection and Response.



Kroll named a Global Leader in Incident Response Readiness

- Gartner, Market Guide for Digital Forensics and Incident Response Retainer Services, 19 June 2024
- Gartner, Market Guide for Managed Detection and Response, 24 June 2024
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## TALK TO A KROLL EXPERT TODAY



**Max Henderson**  
Global Head of DFIR  
+1 8133821261  
max.henderson@kroll.com



**Denyl Green**  
Global Head of Breach Notification  
+1 6155776707  
denyl.green@kroll.com



**Colin Sheppard**  
Regional Managing Director, EMEA  
+44 2070295072  
colin.sheppard@kroll.com



**Katherine Keefe**  
Global Cyber Insurance Leader  
+1 2145498755  
katherine.keefe@kroll.com



**James Dunn**  
Managing Director, Deputy DFIR Leader  
+1 2145498755  
james.dunn@kroll.com



**Jaycee Roth**  
Managing Director, DFIR  
+1 4372290907  
jaycee.roth@kroll.com

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## Across 37 Countries and Territories



### The Americas

- Atlanta
- Austin
- Bogotá
- Boston
- Buenos Aires
- Chicago
- Dallas
- Hamilton
- Houston
- Los Angeles
- Mexico City
- Morristown
- Nashville
- New York
- Philadelphia
- Richardson
- San Francisco
- São Paulo
- Seattle
- Secaucus
- Sunnyvale
- Toronto
- Washington, DC

### Caribbean

- British Virgin Islands
- Cayman Islands

### Europe, Middle East and Africa

- Abu Dhabi
- Agrate Brianza
- Amsterdam
- Berlin
- Birmingham
- Brussels
- Dubai
- Dublin
- Frankfurt
- Gibraltar
- Guernsey (CI)
- Jersey (CI)
- Johannesburg
- Leeds
- Lisbon
- London
- Luxembourg
- Madrid
- Manchester
- Mauritius
- Milan
- Munich
- Padua
- Paris
- Riyadh
- Rome
- Tel Aviv
- Turin
- Zurich

### Asia Pacific

- Bangalore
- Beijing
- Christchurch
- Guangzhou
- Hanoi
- Hong Kong
- Hyderabad
- Jakarta
- Kuala Lumpur
- Manila
- Melbourne
- Mumbai
- New Delhi
- Shanghai
- Shenzhen
- Singapore
- Sydney
- Taipei
- Tokyo

#### About Kroll

As the leading independent provider of financial and risk advisory solutions, Kroll leverages our unique insights, data and technology to help clients stay ahead of complex demands. Kroll's global team continues the firm's nearly 100-year history of trusted expertise spanning risk, governance, transactions and valuation. Our advanced solutions and intelligence provide clients the foresight they need to create an enduring competitive advantage. At Kroll, our values define who we are and how we partner with clients and communities. Learn more at [Kroll.com](https://kroll.com).

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