

Management Information Reports

Keeping up to date on the progress of your consumer response

One of the most important aspects of managing a notification is understanding how the response is landing with those affected.

When Experian manages a data breach response on behalf of our clients we will always create and deliver regular update management information reports for each element of the live response.

Below we have outlined types of information we share during an incident to keep key stakeholders updated on the situation.

Our reports include key trends about the activities underway. These include code monitoring; notification summary eg. letters or emails, how the contact centre resource is standing up, as well as any trends of complaints or questions coming through.

Code monitoring

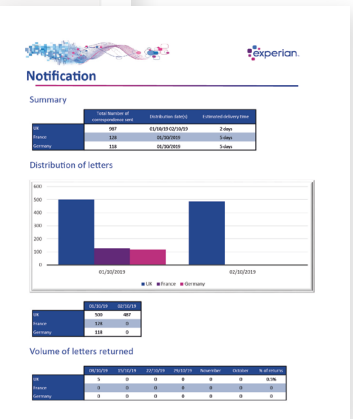
- Type of codes activated
- Trending figures on number of consumers who have activated the service

Notification summary

- Number of distributed notification letters by date and countries, where appropriate
- Volume of returned letters

Contact Centre summary

- Including key stats around volumes of calls, number of calls over time, frequently asked questions trends



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