

Data Breach Services

Know. Prepare. Recover.

Credit and Web monitoring services: Helping organisations to safeguard their customers and employees from online fraud and identity theft

Those who have been personally affected by an incident and loss of Personally Identifiable Information (PII) are at increased risk of becoming a Victim of Fraud. By providing individuals with the ability to monitor where their PII is found online or search their Experian Credit Report for potentially fraudulent credit applications, enables them to continually assess their situation and reduce the risk of becoming a Victim of Fraud.



How do we help organisations?

Experian can provide both Credit Monitoring and Web Monitoring services to support your efforts in safeguarding customer and employees in the event of a data breach.

Credit Monitoring	Web Monitoring
Will monitor customers' Experian Credit Report and alert you when we detect certain changes, supported by a dedicated fraud resolution service to help manage the impact of information left.	Stands watch over your customers' or employee data by continuously monitoring the web, social networks and stolen information sources to immediately detect and alert them if anything is found.

“Experian have helped many organisations and their customers and employees in the event of data loss. We understand how important it is be able to offer support to individuals affected. Having the ability to monitor certain changes on your Experian Credit Report can potentially reduce the chances of becoming a Victim of Fraud in the future.”

Data Breach Services

Key features of these services:

Features	Credit Monitoring	Web Monitoring
Credit reporting monitoring and unlimited downloads	✓	
Online help and advice	✓	✓
Alerts by SME or email	✓	✓
Cifas Protection Registration for customers at greater risk of fraud	✓	
Victims of fraud resolution service	✓	
Customer support through email or telephone contact	✓	
Online data monitoring/ customer data monitoring		✓
Customer can control the level of data they register to be monitored		✓

Web monitoring: Service coverage capability

Our web monitoring service, continuously monitors the web, social networks and public databases. This will immediately alert the individual - when the theft, loss or disclosure of vital personal and financial information has been found. The following countries have access to the following web monitoring features.

	Firstname	Surname	Email	Phone number	Passport number	Credit/Debit Card number (max is 2)
UK	✓	✓	✓	✓	✓	✓
Germany	✓	✓	✓	✓	✓	✓
Italy	✓	✓	✓	✓	✓	✓
Spain	✓	✓	✓	✓	✓	✓
France	✓	✓	✓	✓	✓	✓
Canada	✓	✓	✓	✓	✓	✓
Australia	✓	✓	✓	✓	✓	✓

What languages can I view the service in?

Individuals enrolling in the service can view content in the following languages. English, Italian, Spanish, French and German.

Please note: Countries listed below can access monitoring service only and is provided on a self-serve basis.



Italy

Canada

France

Australia

Germany

Spain

Experian are upgrading the international web monitoring product capability and during 2017 we will be able to provide additional datasets and international coverage.

Credit Monitoring

Currently, Experian offer credit monitoring with Call Centre support in the UK only.

Stolen personal information can be used to open accounts such as mobile phone contracts or utility services or apply for credit, such as credit cards or loans in an individual's name.

How does this service help the individual?

This service will notify individuals via e-mail or text whenever there is a certain change to their Experian Credit Report.

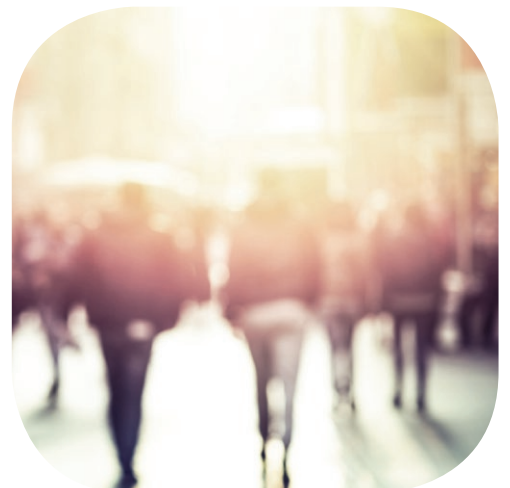
An individual can log in and check details and if they do not recognise the change, they can call Experian and we can help them understand if this update may relate to fraudulent activity. They will be able to talk to one of our Victims of Fraud Resolution Specialists who will work with them to assess the situation and what to do next.

This may involve adding a Cifas Protective Registration flag to their Credit Report. If a further application is made to a company who is a Cifas member, they may contact the individual to carry out additional checks on the application to determine it is genuine and not an attempted identity theft.

How long from the date of enrolment will individuals receive these services?

These services will run for twelve (12) months from the date of enrolment. At the end of this period individuals who have signed up will be notified via email that their service is due to end.

“We help by monitoring an individuals' financial records and let them know if credit is applied for in their name. They can log in to check the details. If it is fraudulent, they can contact us and we will help them to investigate the situation, helping to reduce the risk of becoming a Victim of Fraud.”



Contact us

For further information about our services or to speak with our lead expert, please contact:



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