



Crisis Claims Hotline Services

Helping insurers and lawyers manage crisis claim enquiries with dedicated multi-lingual call centre capabilities



When a business learns that they have a potential crisis and/or data breach incident to manage they will be seeking advice and support from their insurer and legal counsel to determine what next steps should be taken.

How can Experian help manage claim telephone enquiries?

Experian provides a crisis phone enquiry service for lawyers and insurers to help them manage telephone enquiries.

This service provides a bespoke crisis phone line number(s) and answering service. This enables callers to provide key information that will ensure their enquiry is appropriately triaged and reaches the right legal and insurance expert for follow up.

“Enables callers to provide key information that will ensure their enquiry is appropriately triaged and reaches the right legal and insurance expert.”

What's included in the Crisis Claims Management Service?

- 1) A dedicated freephone/local rate telephone number(s) set up. Telephone numbers can be published within customer facing enquiry documentation.
- 2) All calls received into the crisis line from customers will be answered with a tailored greeting message, 24/7 and 365 days per year.
- 3) Enquiries can be answered in pre-agreed languages. A total availability of over 300 languages to choose from across the world.
- 4) Callers will be asked a series of pre-determined questions. Details of the enquiry will be sent through an automated pre-agreed workflow and service level agreement to your expert for follow up.

Product sheet

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Would you like to speak to someone about this service?

Please contact our data breach response team at breachresponse@experian.com

What other data breach services do Experian provide?

www.experian.co.uk/databreach

Registered office address:

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Data Breach/Crisis Response Services:

- Letter Notification Service
- Email Notification Service
- SMS Notification Service
- Frequently Asked Questions library
- Call Centre Support (Multi-Lingual)
- Live Web Chat Service
- Email Response Service
- Data Quality Check
- Crisis Response Services
- Credit/Web Monitoring Services
- Management Information Reporting

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