



# Data Breach Services

The N&D Group has partnered with CyberScout to provide you with proactive, comprehensive data breach protection and remediation services that help defend you and your customers from inadvertent data exposures and identity theft. You'll receive:

- **Proactive Breach Preparation Services:** risk analysis tools, best practices and breach preparation templates to help protect data and identities.
- **Breach Response Services:** access to breach response experts who are standing by, ready to provide trusted guidance, reassuring support and full remediation services.

## Proactive Breach Preparation Services

You'll gain access to a secure, breach response website with valuable resources designed to help you and your customers defend against inadvertent data exposure, theft or loss. Our tools can help reveal areas of concern and identify relevant best practices to ensure you and your customers are well-informed on avoiding a potential data breach incident, and the appropriate response if it occurs. Resources include:

- Incident response and information security plan templates
- Educational resources on risk awareness and reduction
- Notification laws and regulations
- Access to security specialists who answer your questions

## To access the breach preparedness site:

Go to  
<https://ndgroup.breachresponse.com/>  
and log in with:

User name: NorfolkDedham  
Password: NDGroup1825

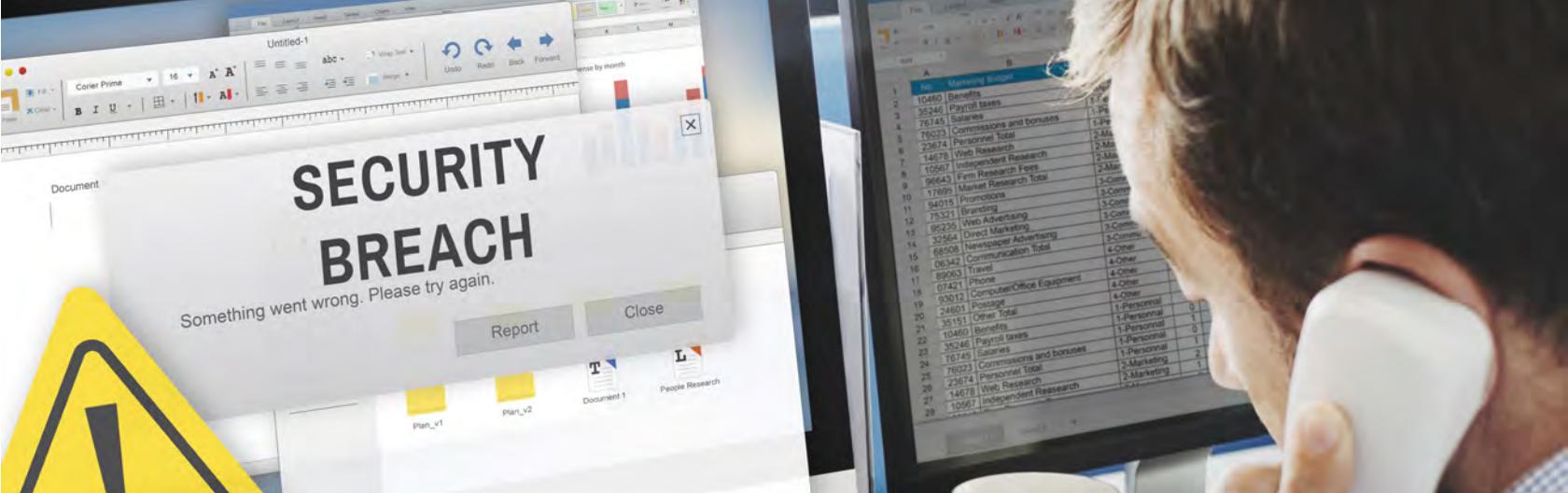
Upon initial log-in, you'll be prompted to create your own credentials for future use.

## CyberScout protects:

- **56 Percent of North American Consumers**
- **17.5 Million+ Households**
- **770,000+ Businesses**



Since 2005 CyberScout has provided comprehensive data breach and identity management services to help protect identities and enhance reputations.



## Breach response services

CyberScout has a single point of contact to help you and your customer coordinate all response efforts, ensuring continuity of service. You'll receive full-service delivery of fast, expert remediation:

- **Breach Counseling:** helps determine if a breach has occurred and assess its severity.
- **Crisis Management:** is a time-saving professional service that helps you handle a breach.
- **Notification Assistance:** helps draft the communication that notifies your customers.
- **Remediation Services:** provides recommendations on services to assist impacted individuals.
- **Media Relations Assistance:** public relations assistance to help restore your reputation.
- **Thorough Documentation:** any remediation steps taken are well documented for historical verification.

## Elective Services

- Notification letter preparation and mailing
- Toll-free number to CyberScout's Resolution Center
- Call handling
- Credit monitoring and fraud alerts
- Investigative and forensic services

Your elective services may include expense reimbursement coverage. Contact your agent for more information.

## What is a data breach?

A data breach can occur when sensitive, protected or confidential data is intentionally or unintentionally exposed to an unsafe environment.

Lost data may involve personally identifiable information (PII), such as Social Security numbers, credit card or bank details, and personal health information (PHI).

## Data Response Team experience

They have diverse experience in related fields, such as:

- Data Security
- Computer Forensics
- Privacy Law
- Information Technology
- Business Administration