



Government Services



1.800.207.7160 Info@JNDLA.com www.JNDLA.com

JND is the only settlement administrator with a federally trained government services business line. Our staff offers unmatched hands on experience and understanding of government culture, contracting and program management. Our experience spans decades of consulting and working for federal, state and foreign regulatory and enforcement agencies including the CFPB, DOJ, SEC, FTC, FCC and many state AG's.

We leverage the interplay of JND divisions to assist federal and state agencies, as well as non-profits to achieve their missions in a manner that efficiently and effectively identifies eligible claimants for the return of assets and delivery of litigation support services.

NOTIFICATION CAMPAIGNS

Customized, targeted advertisements that use plain language to elicit eligible claimants to file a claim are critical elements of our innovative public facing campaigns. Earned and unearned media, internet advertising, social media and print are packaged in creative ways to educate claimants about their rights. Online campaigns are carefully crafted not to compromise claimants' integrity or track their behavior online.

WEBSITE DEVELOPMENT

Claims Administration often requires the construction of secure, matter specific websites, including creative and functional elements that facilitate claimant communications. Websites can include static features like notice information, instructions, and frequently asked questions and answers (FAQs) (with optional search functionality), as well as interactive features like e-mail access to the administrator, online submission capabilities, address update functions, and registration for future mailings.

CLAIMS PROCESSING & DISTRIBUTIONS

Each unique engagement begins with customizing a proprietary database software to accommodate data fields. This data is then used to create the files necessary for validating eligible claimants, directly mailing letters and printing checks. State-of-the-art online claim submission is available to make it easy for claimants to submit claims, upload supporting documents and access additional case information.

CALL CENTER SERVICES

All call center work is done from a 200 seat capacity center in the United States. Toll-free numbers are established for each matter which will have nearly unlimited capacity through automated interactive voice response ("IVR") platforms as well as staff operators who speak multiple languages.



LITIGATION SUPPORT

In addition to supplying technology, technical expertise and support is provided that allows clients to meet their varying discovery obligations, including delivering expert testimony. Hosting services provide secure access to the entire universe of client data from any geographical location with internet access. Proven technology is used to quickly eliminate large blocks of non-responsive data, drastically reducing eDiscovery costs and burdens. Forensics analysis is offered as needed.

REGULATORY COMPLIANCE & GOVERNANCE

Assurance procedures are commensurate with federal guidance on risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information. This includes assuring that systems and applications in use operate effectively and provide appropriate confidentiality, integrity, and availability through the use of managerial, operational, and technical security controls.

DATA SECURITY & HOSTING

In order to ensure that client data is secured with the industry's highest standards, we have partnered with a Tier III Hardened Data Center that maintains an array of the industry's most stringent certifications, including SSAE 16 Type II, SOC 2 Type II, ISO/IEC 27001:2013, HIPAA, and PCI compliance. Regular system back-ups, network monitoring, and intrusion-detection systems guarantee that all consumer data remains secure and confidential.

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