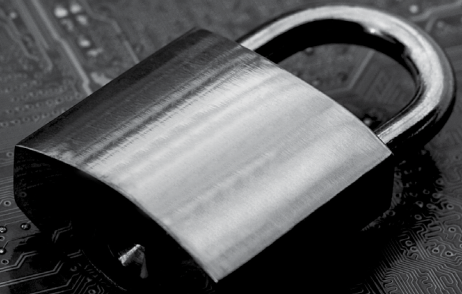


# DATA BREACH & CYBERSECURITY



JENNIFER KEOUGH, CEO

*Jennifer Keough, Co-Founder and CEO of JND, and the court-appointed settlement administrator for the landmark Equifax Data Breach Settlement (2019), provides expert consulting on and oversees the end-to-end administration of all JND legal services pertaining to breaches of security. Our services include breach remediation and response, risk management consulting, class member notification, and settlement administration.*

## SERVICES



JND leverages a rapidly scalable infrastructure, proven strategy and secure technology to mobilize and facilitate coordinated data breach response planning, regulatory compliance, risk management and remediation services for our clients.

### RISK MITIGATION & LITIGATION DEFENSE

- Strategic PR and media planning to preserve and rebuild reputational integrity
- Coordinated response to government regulatory investigations
- Facilitate vulnerability assessment and monitoring
- Information security consulting
- Consultants in federal, state and sector-specific data privacy and consumer protection laws
- Consultants in security breach notification laws by state



### CLASS COMMUNICATIONS & BREACH NOTIFICATION

- Data breach informational website development with FAQ
- Efficient data capture and detailed reporting on all communications
- Rapidly scalable call center with dedicated live agents, scripting and IVR messaging technology
- Return mail tracking and address scrubbing for mailed notifications



### ID PROTECTION & CREDIT MONITORING

- Facilitated credit monitoring service options for affected population
- Identity restoration services
- Fraud alerts and identity theft protection coordination
- Incident response engagement management and third-party negotiations

JND has handled some of the largest data breach administrations in U.S. history. Our firm is prepared to facilitate all aspects of the class action settlement process.

### MULTI-CHANNEL NOTICING ABILITY

- Court-approved media plans
- Long form and postcard direct mailing
- Email and targeted digital ads
- Television and radio
- Daily newspapers, newspaper supplements and press releases

### 24/7 ONSITE CALL CENTER

- 4 call centers to accommodate as many as 2,500 trained agents
- Interactive voice response (IVR) messaging system
- 10:1 Agent-to-Lead and 5:1 Lead-to-Supervisor staffing ratios
- 80/20 Service Level

### SECURE CLAIMS ADMINISTRATION

- Multilingual settlement websites with high-capacity online filing portals
- Facilitated claims review and complex claims processing experience
- Claim calculation expertise
- Class member data securely housed in JND's SOC 2 and ISO-certified top-tier hardened datacenter

### SETTLEMENT DISTRIBUTION

- Settlement fund management
- Benefit calculation and disbursement
- Tax withholding and reporting
- Experts in a wide variety of disbursement methods, including PayPal, Venmo, prepaid debit cards, direct deposit, account credits and checks

## RECENT CASE EXPERIENCE

- *In re Equifax Inc. Customer Data Security Breach Litigation*
- *In re Intuit Data Litigation*
- *Delkener v. Cottage Health System*
- *In re TJX Companies Retail Security Breach*
- *Beringer v. Certegy Check Services, Inc. and Lockwood v. Certegy Check Services, Inc.*
- *Curry v. AvMed, Inc.*
- *In re Trans Union Corp. Privacy, N.D. III.*
- *In re U.S. Department of Veterans Affairs (VA) Data Breach*
- *In re Countrywide Financial Corp. Customer Data Security Breach*
- *In re The Home Depot, Inc., Customer Data Security Breach Litigation*
- *Corona v. Sony Pictures Entertainment, Inc.*
- *In re Banner Health Data Breach Litigation*
- *Williams, et al. v. The Children's Mercy Hospital Data Breach*

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