

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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