

Synergy Solutions **Data Breach Services**

Synergy Solutions has developed a unique specialization in the area of Data Breach Programs, which are unique in their short course, highly sensitive nature. We handle these highly sensitive inbound calls from breach affected populations who are calling to enroll in a credit monitoring product, to receive assistance with web enrollment or to ask general questions about the data breach incident.

Fraud Prevention & Credit Monitoring

- Inbound Sales and Enrollment Processing
- Inbound Customer Service: Post Enrollment Support and Retention Calls
- Outbound Product Sales
- Customer Interaction: Card Holders / Brokerage Accts / Mortgage Accts / Affinity Groups / Association Members

Data Breach Services

- Data Breach Response Center
- Front-line Triage Calls; Interaction with Affected Breach Population
- Telephonic Enrollment in Credit Monitoring Products (offline and online)
- Customer Assistance with Online Enrollment
- Interaction Experience: Customers, Cardholders, Seniors, High-Net Worth Individuals, Patients, Employees and Students



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