



CSR Breach Reporting Service™

Case Study: Small Studio

Merchant Rescued from Data Breach Reporting Pain and Frustration

Timely and Accurate Data Breach Reporting is Essential to Mitigate Risk Related to Potential Financial, Civil and Criminal Penalties

The owner of a small studio in New York State had an unfortunate traffic experience that exposed several types of non-electronic personally identifiable information (PII) which required immediate action.

The studio owner was on the way to the bank to deposit his weekly cash sales. Inside a satchel strapped to the back of his motorcycle was not only the cash, but checks, credit card receipts with non-truncated account numbers as well as medical liability release forms with customer date of birth, Social Security number and health history information.

Unfortunately, the satchel was not securely attached to the motorcycle and fell off. The owner retraced his route to no avail. The satchel was nowhere to be found. The resulting PII data compromise became a serious business issue beyond the cash loss.

The CSR Breach Reporting Service to the Rescue

When a compromise event occurs, a plethora of federal, state and other regulations must be followed with event reporting made to a wide variety of governing bodies based on individual breach circumstances. In a nutshell, compliance is tough and can leave a merchant reeling without help.

Because the small studio's payment processor offers the CSR Breach Reporting Service as a value-added solution, the right information was delivered at the right time to the right authorities. "We're always looking to provide valuable services to our merchants and our experience with the CSR Breach Reporting Service has been just that," reports the chief operating officer for the studio's payment processor, "our merchants don't have the knowledge or wherewithal to report a compromise, and it's a relief to know expert help is just a phone call away to insure that everything is taken care of properly."

Business:

Small Studio

Information Compromised:

- Checks
- Credit Card Receipts
- Medical Liability Release Forms

Solution:

CSR Breach Reporting Service™

Results:

Timely and accurate reporting to the appropriate authorities initiated with a simple toll-free telephone call.