



CSR Breach Reporting Service™

Case Study: Plastic Bag Packaging Company

eCommerce Merchant Aided in Reporting Suspected Data Breach

Delivering the Right Information at the Right Time to the Right Regulating Authorities is No Easy Task

A California company in the business of providing plastic bag packaging products, services and solutions through their eCommerce website began receiving numerous complaints. Apparently some of their customers' payment cards were being used to make unauthorized foreign purchase transactions shortly after making purchases of their plastic bags.

The company took a number of preliminary actions, including an internal technology review. This prompted outreach to the company's software developer, website hosting company, payment gateway and merchant card processor.

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 or suspected breach circumstances. Reporting compliance is complicated, confusing and stressful, plus the stakes are high as customers are affected and reputation is at risk.

The CSR Breach Reporting Service to the Rescue

Fortunately, the company's payment card processor offers the CSR Breach Reporting Service™ as a value-added service. With a simple toll-free telephone call, expert help ensured timely and accurate reporting of the suspected breach to the appropriate authorities, mitigating the company's risk related to any potential financial, civil and criminal penalties.

"The CSR Breach Reporting Service is an excellent value-add to our basic merchant offering; it gives our clients access to compliance professionals when they really need it," states the payment card processor's senior vice president. "It's really a differentiating service that's essential to our customers' business welfare."

Business:

Plastic Bag Packing Company

Information Compromised:

eCommerce Transactions:

- Customer Name
- Customer Purchase Address
- Customer Shipping Address
- Payment Card Number
- Payment Card Expiration Date
- Payment Card CVV Code

Solution:

CSR Breach Reporting Service™

Result:

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