

IDX Breach Services for Government Agencies

Breach Notification and Identity Protection services from trusted experts



IDX offers customized breach notification and protection services that can be tailored to fit the needs of your agency. Our proven methodology is based on more than a decade of experience managing thousands of breaches for our clients.

Breach Notification and Protection

IDX is focused on delivering the highest quality services combined with an exceptional experience for individuals impacted by a data breach. Impacted individuals are offered our flagship IDX identity protection service, the most complete solution providing monitoring and recovery services. Even further, our identity protection services are completely configurable for the impacted organizations to be the most cost efficient and to ensure that the offering directly addresses the prospective harms for the impacted population.



IDX Comprehensive Response Solution

Identity monitoring and recovery is just one critical aspect of a recovering successfully from a data breach. Based on our proven, time-tested approach, we offer a complete array of products and services to help you achieve successful outcomes every step of the way.



Features of IDX Breach Response

We execute breach response management with market-leading and time-tested expertise, and can deploy a large-scale response in as little as three business days – including notification, call center, and website services.



Expert and experienced Project Managers

With over 40+ year combined experience in the industry, one of our project managers will be your sole point of contact for the duration of the engagement. We pride ourselves on providing white glove service each step of the way.



Easy, straightforward communication with the breached population

We provide a single phone number and website URL for the breached population to both get information and to enroll in identity protection services. This all-in-one approach reduces stress for impacted and simplifies communication.



Clear and compliant notification letter

Our project managers will work with you to craft a letter, guiding you on the pros and cons of different language to be used in the letter. We fully understand the value of the agency's voice coming through in the notification to the impacted population.



Responsive, U.S.-based call center

We provide U.S. based highly trained agents who monitor phone lines from 9 a.m.–9 p.m. Eastern Standard Time, Monday–Friday. We have a rapid response rate, typically returning calls within four hours and always within one business day.

IDX IDENTITY PROTECTION

- **Credit Monitoring:** Monitors the individuals credit file 24/7 and alerts them of any activity on their credit file(s).
- **Credit Report:** With 48 hours of enrollment and activation, the individual will be provided a comprehensive copy of their credit file with the member portal.
- **CyberScan™ Surveillance:** Our technology scours and monitors underground websites, chat rooms and malware, 24/7 to identify and alert for the illegal buying, selling or trading of personal information.
- **Social Security Number Trace:** Monitors public record databases and credit header files to alert individuals to any names, aliases and addresses associated with their identity.
- **Court Records, Arrest and Booking Events Monitoring:** Monitors municipal court systems and bookings data from law enforcement agencies to identify and alert individuals to criminal acts associated with their identity.
- **Change in Address:** Monitors the USPS public database for new accounts, forwarding request or change of address requests, alerting the individual if a request is made associated with their name or address.

Fully-Managed Identity Recovery Under Limited Power of Attorney

If an individual's identity is stolen, they will receive recovery services from our ID Care Team of identity specialists who have a 100 percent success rate in restoring victims' identities to pre-theft status. Our concierge-style services offer peace of mind and save members valuable time.

Up to \$5 Million Reimbursement Insurance

IDX members who fall victim to identity theft are eligible for up to \$5 million for reimbursement of related expenses — including other professional expenses.

A Proven Leader



Trusted by over 40 million individuals for the most complete identity protection.



We hold multiple trademarks and patents on software technologies and services to give clients a cutting edge



A+ Rating from the Better Business Bureau for over a decade.



Largest provider of identity protection products and services to the federal government.



IDX is a leading provider of cyber response services and identity protection for organizations and individuals. We combine consumer-centric software and concierge-style professional services in serving organizations across government, healthcare, commercial enterprises, financial institutions, and higher education.

Get in touch

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