



EXPERTS IN ACHIEVING AND MAINTAINING CONTACT CENTRE COMPLIANCE

The risks related to payment card and personal data fraud have never been higher. 'Card not present' fraud increased by 10% over the past year.* Contact centres continue to grow as brands leverage customer service as a competitive differentiator and struggle to cope with increasing customer demand (which further exacerbates the challenge). Regulation is complex - not to mention onerous - and more is on the way. In short, the stakes for non-compliance with personal and payment card data regulations have never been higher.

Contact centres simply must keep customers' personal and payment card data safe - and prove to acquiring banks and regulators - and customers - that they are doing so. They also need to avoid being in the news - for all the wrong reasons.

It's a tough ask, but there is a solution: Compliance3.

The regulation race. Are you ready?

Personal data: The new EU General Data Protection Regulation (GDPR) becomes law for global entities transacting with European citizens the summer of 2018 - and the UK Data Protection Act will be repealed.

Payment card data: New Secure Telephone-based Payments Guidelines will be published in September 2016. The Payment Card Industry Data Security Standard (PCI DSS), which applies globally to any entity that stores, processes or transmits payment card data, is getting tougher. Version 3.2 came into force on 28th April and version 4.0 will become the new standard on 1st July 2018.

Let Compliance3 get you where you need to be.

Peace of mind: priceless (and eminently affordable)

Compliance3 helps organisations eradicate the risk of personal and payment data fraud in contact centres and comply with all relevant regulations and legislation. Very simply, we define business processes and deliver technologies that 'de-value' sensitive personal and payment data and ensure contact centre compliance. By doing so, we protect our clients' revenues and margins and significantly reduce the risk of reputational damage.

No other organisation has a similar depth and breadth of experience. From over a century's 'hands on' international operational contact centre experience, and the implementation of the world's first no 'Card Data Environment' operation, to unrivalled telephone payment expertise, Compliance3 is perfectly positioned to help your organisation - whatever your starting point.

*Financial Foundation UK 2015

Achieving contact centre compliance isn't just about technology. It requires a robust understanding of risks, personal and card payment data and financial services regulations and legislation, as well as best-in-breed technology solutions. It also requires a firm grasp of contact centre operations and how to deliver exceptional customer experiences - not to mention finely honed cost and project management skills: all of which we have.

Complex questions. Robust answers.

We know that your requirements are unique. That's why we will always define and deliver the optimum blend of people, process and technology to get your contact centres safe and compliant and keep them that way. And whatever the solution may be, it will be the quickest and most cost-effective route - without disruption to your business - and designed to underpin 'business as usual' today and into the future.

A full range of compliance services

Contact centre compliance advice | Compliance related technology procurement | Compliance education and training | End-to-end 'contact centre compliance' managed services | Breach response advice and services | Personal and payment data behavioural consumer research

Our comprehensive portfolio includes contact centre compliance advice, compliance related technology procurement, compliance education and training, end-to-end 'contact centre compliance' managed services, breach response advice and services, and consumer research for all your contact centre compliance related questions.

Last but not least, our far reaching network, which includes strong relationships with the industry's leading regulatory bodies, technology providers, QSA experts and all the acquiring banks, ensures that we understand and apply the very best practice for each and every client circumstance.

Why wait? Time = money (and potentially damaging publicity)

If you have even the slightest doubt about contact centre personal and card data compliance, then don't jeopardise your organisation's reputation and profitability - take the first step towards peace of mind and help us to help you. Complete the short questionnaire on this on [this link](#) and we'll happily conduct a confidential, 'no-obligation' mini-assessment to make sure your next steps are on the money.

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About Compliance3

Compliance3 blends people, process and technology to help contact centres cost-effectively achieve and maintain personal and card payment data compliance. In doing so, we help protect revenues and margins and significantly reduce the risk of reputational damage and consequential revenue loss - as well as the costs associated with compliance. Founded in 2014, Compliance3 operates across public and private sectors including automotive, charity, financial services, hospitality, retail and utilities.