

# SecureTrust™ Compliance Concierge Service

## PREMIUM MANAGED SUPPORT SERVICE TO HELP YOUR MERCHANTS ACHIEVE COMPLIANCE AND GET BACK TO BUSINESS

### Key Benefits

- Increased merchant engagement and retention.
- New revenue stream.
- Expanded risk management program.
- Progress reports and program statistics.
- Access to a team of senior PCI analysts.
- Premium merchant support via dedicated always-on call center.

With SecureTrust Compliance Concierge, you can offer your merchants a premium managed support service designed to help them efficiently achieve and maintain their PCI compliance. Your merchants will be assisted by a team of experienced senior PCI analysts who will walk them through the validation process and provide ongoing monitoring of their account to help ensure compliance is maintained year-round.



Whether it's their first time validating, or time for their annual renewal, our Compliance Concierge service, supported by our multi-lingual call center, makes the process as simple as possible – so your merchants can focus on what they do best - running their business.

### You'll reap the benefits too.

We know merchants are busy, but so are you. Enrolling them in the SecureTrust Compliance Concierge service, will help reduce the number of PCI related calls your support center receives – and, you'll be able to rest easy knowing you have a solid risk management program in place, helping keep your small and medium-sized merchants compliant and secure.

What's more, is the new revenue potential your organization can gain by offering a value-added service to your merchants.

## Compliance Concierge Service Offerings

### Standard Offering

The SecureTrust Compliance Concierge Standard offering is specifically designed with small and medium sized businesses in mind. Compliance experts from our support center will provide telephone-based support to your merchants covering all elements of the compliance journey, including:

- SecureTrust™ PCI Manager account registration, getting started and troubleshooting.
- Support with the PCI Questionnaire process including identification and completion of the correct SAQ form.
- Assistance determining PCI external vulnerability scanning requirements for compliance, as well as setting up and attesting to the scan setup. Our team will also help your merchants file scan disputes as necessary.

- Guidance on additional services provided through SecureTrust, i.e., Endpoint Protection installation, accessing online Security Awareness Education, Trusted Commerce Seal installation and Security Policy implementation and more.
- Dedicated phone and email-based support for the duration of the contract term to ensure compliance maintenance year-round.

### Premium Offering

The SecureTrust Compliance Concierge Premium offering is designed to provide even higher assurance for both you and your merchants, ensuring that compliance is not only achieved, but maintained. In addition to the elements included in the standard offering, our premium offering adds:

- Ongoing account monitoring and merchant outreach services to help maintain compliance, i.e.,
  - Remediating scan failures.
  - Notification of upcoming documentation expiration or re-assessments.
- Regularly scheduled “check-in” meetings to answer questions or concerns. These meetings can be conducted via telephone or email, based on merchant preference. These check-ins are paramount for compliance maintenance items, like passing quarterly PCI external vulnerability scans.
- Financial protection in the form of data breach insurance, with coverage up to \$100,000.00. *Terms and conditions apply.*

The Compliance Concierge service is fully managed by our dedicated Project Management and Operations teams who will provide you with ongoing status updates including outreach metrics and PCI status statistics for merchants enrolled in the program.

### SecureTrust PCI Manager

The Compliance Concierge service is conducted using our award-winning cloud-based application, PCI Manager, which provides industry-leading PCI compliance validation services that help even the smallest merchants achieve and maintain compliance.



To learn more about our Compliance Concierge service, visit [securetrust.com/pci-programs-for-acquirers](https://securetrust.com/pci-programs-for-acquirers).