

## **Breach Procedures**

If you believe your Merchant Account has been breached, please:

- Contact OSC
  - Ben McLawhorn ([ben.mclawhorn@osc.nc.gov](mailto:ben.mclawhorn@osc.nc.gov)) or Taylor Brumbeloe ([taylor.brumbeloe@osc.nc.gov](mailto:taylor.brumbeloe@osc.nc.gov))
- Be prepared to provide OSC with the following information:
  - Merchant Account Number
  - Capture Method information (POS terminal, 3<sup>rd</sup> party gateway, website address, etc)
  - Details concerning breach (Scope, severity)
- OSC will notify First Data and provide them with all necessary information
- First Data will work directly with card brands and provide all necessary communication back to OSC
- All communication from card brands and First Data will come through OSC to Merchant Card Participant
- Merchant Account will be temporarily suspended until breach is resolved

Further information regarding PCI Compliance can be found in [NC OSC Policy 500.11](#)