



## FAQs

NPC recently completed our absorption of Immersion, Ltd. So what does this mean for our customers?

We are now one company with the common goal of offering high-value information solutions to our customers. We are deeply committed to helping our customers more effectively communicate with their stakeholders through reliable delivery of integrated print and digital solutions.

### 1. Why did NPC decide to absorb Immersion?

Since its creation in 2006, Immersion has experienced considerable growth and is a recognized leader in the cyber insurance and privacy communities. NPC has operated in the background, providing the core of Immersion's operations.

NPC is deeply committed to serving these communities, and realized an opportunity to generate more value for our customers by combining sales and operating structures. The restructuring allows for stronger collaboration across the organization, resulting in new and better business solutions for our clients.

### 2. Does this mean that Immersion is getting out of the data breach business?

No. Just the opposite. NPC is committed to making significant steps in accelerating growth strategies within the cyber and privacy communities. NPC will continue to offer data breach response services to these communities, and will look to further broaden and improve our product and service offering to this market.

### 3. Are any of the services being cut?

No. NPC's Immersion® Data Breach Response services will still include data breach notification, address list management, return mail management, contact center services, and audit documentation services.

### 4. Is my contract still valid as a result of this merger?

Yes. The merger will not affect your contract. Your current terms and conditions apply.

**5. What does this mean to our insureds? Are there any benefits to my insureds as a result of this?**

Your insureds will continue to receive exceptional service, and accurate and timely data breach response services. The restructuring will enable stronger collaboration across all of NPC, which will translate into new and improved services and solutions for your insureds, and an optimized customer experience. Our goal is, and always will be, to continue to reevaluate, improve and develop more value-added services to better serve our clients.

**6. Will I be working with the same people?**

Yes, the core team of Shawn Melito, Paul Lauer and Craig Calvetti will be servicing all of your data breach needs. Larissa Crum will still serve as a client consultant and subject matter expert as it relates to breach services, but her role will expand beyond managing data breach incidents into NPC's Executive VP of Strategic Sales.

Shawn Melito will focus exclusively on NPC's Immersion Data Breach Response services and will take the lead on acquiring new breach customers and managing data breach incidents with the assistance of Craig Calvetti, Account Manager, and Paul Lauer, Customer Service Representative.

We are very excited to merge NPC and Immersion into one company, and we are confident the restructuring will have a positive impact on both our current and future customers.

If you have any further questions about this exciting news, please don't hesitate to contact us at any time.



**Shawn Melito**, CIPP/US  
Senior Account Executive  
[shawn.melito@npcweb.com](mailto:shawn.melito@npcweb.com)  
866.377.8210



**Craig Calvetti, Jr.**, CIPP/US  
Account Manager  
[craig.calvetti@npcweb.com](mailto:craig.calvetti@npcweb.com)  
866.377.8210



**Paul Lauer**  
Customer Service Representative  
[paul.lauer@npcweb.com](mailto:paul.lauer@npcweb.com)  
866.377.8210