Privacy Resolve

For insurers, brokers and claims staff

How to check a Privacy Resolve letter

Each letter states an individual civil claim. You can check one in a minute without clicking anything in it. Checking a letter and asking a question are free.

Check a letter in three steps

1. Type `https://privacyresolve.com/verify` into a browser yourself.
2. Compare the details on that page with the letter. Letters are emailed from `case-notice@privacyresolve.com`, and replies go to `contact@privacyresolve.com`.
3. With the business's permission, type `https://privacyresolve.com/access` and enter the access code printed in the box at the end of the letter. A real code opens the secure case portal for that business.

Or call `(888) 649-4500`. If a detail does not match the verify page, rely on the details there, do not pay, and forward the message to `contact@privacyresolve.com`.

What the claim is

- A civil claim under 18 U.S.C. § 2520, the private right of action in the federal Wiretap Act, for the interception and disclosure of a website visitor's communications under 18 U.S.C. § 2511. Each letter names the statutes it relies on.
- It belongs to the person whose visit the letter describes. The letter names that person, who signed it.
- It concerns a visit that has already happened. Changes to the website afterward do not resolve it.

Getting the case file

- The business may share the letter, the evidence and the correspondence with its insurer and its attorney.
- The business can give its lawyer, including counsel its insurer appoints, Full Access through its case portal. See `https://privacyresolve.com/counsel`.
- Or email `contact@privacyresolve.com` with the website domain, your claim number and the business's written authorization. The file is sent as email attachments, with no link to click.

Deadlines

- The deadline is the date in the letter. Sending the letter to an insurer does not by itself change it.
- Ask for more time in writing. A deadline moves only when the person who sent the letter confirms the new date in writing.

How a matter resolves

- A written settlement agreement and mutual release. The release extends to the business's parents, subsidiaries, officers, employees and insurers.
- Both releases take effect when payment is received. The agreement states that it is not an admission of liability. Its terms are confidential, and either party may say the matter has been resolved.
- Payment goes only by bank transfer to the written instructions the sender of the letter sends with the signed agreement. Privacy Resolve never changes payment instructions by email alone, and no one from Privacy Resolve will ask for a card number, gift cards or cryptocurrency.

Contact

Include the website domain and your claim number.

EMAIL
`contact@privacyresolve.com`
We reply within one to three business days.

CALL
`(888) 649-4500`
Monday to Friday, 9am to 6pm ET.

MAIL
Privacy Resolve, 14 Harwood Ct, Suite 415 #1058, Scarsdale, NY 10583

Privacy Resolve is not a law firm and represents no one. Nothing here is legal advice.