



Nationwide identity theft protection resolution services

A convenient information sheet highlighting our resolution services, including the new Personal Cyber Resolution Services.

24/7 Expertise - Minimize stress with our 24/7 comprehensive resolution care. Our certified identity theft resolution specialists help restore your identity and prevent further damage in the event of an incident. We'll assign a personal case manager who will take care of everything for you, including:

Identity theft affidavit assistance and submission	We'll provide you with an identity theft affidavit, used to dispute any fraudulent claims or activity. After assisting with its completion, we will submit it to the authorities, credit bureaus, and creditors on your behalf.
Creditor notification, dispute, and follow-up	We'll contact your creditors' fraud department to dispute each fraudulent occurrence for you and we'll continue to follow up until each matter has been properly handled, keeping you notified throughout the process with a personalized weekly status report.
Credit freeze	Should there be the need to block all new credit activity on a credit file, we'll work with you to place a freeze on your credit records with the major credit bureaus.
Lost wallet assistance	We'll notify the appropriate bank or agency to cancel or replace stolen or missing items such as a credit / debit card, driver's license, Social Security card or passport.
Inform police / legal authorities	We'll assist you in reporting the fraudulent activity to the local authorities and will forward the report to creditors.
3-Bureau fraud alert	We'll enhance your fraud protection by providing direction on how to place a fraud alert on your records at all three credit bureaus.
Medical identity theft	Our in-house medical staff and team of experts will ensure that your healthcare, insurance claims and medical records are corrected.
Translation services	If you're abroad, we'll help you communicate with the local authorities to file an identity theft report.
Emergency cash advance and travel arrangements	We'll provide an emergency cash advance - up to \$500 - when theft occurs 100 or more miles away from your primary place of residence. Cash advances will be secured by a valid credit card.
Emergency travel arrangements and journey continuation	If you experience identity theft while traveling more than 100 miles away from home, we'll assist with making emergency travel arrangements, including airline, hotel and car rental reservations.
Reimbursement settlements	In case of fraud, we carry you through the claims process.

New services related to our Personal Cyber Resolution Services:

Data recovery & device clean-up*	Our dedicated team will work to remove malware, ransomware, or viruses from your computer and internet-connected devices via remote access, and will keep your devices tuned-up, improving performance and operability. We'll also make sure your important personal files stay intact by assisting you with setup of a regular backup to a preferred solution to ensure optimal availability.
Home internet security restoration*	Restore your home's internet connection and internet-connected devices and re-secure your home networking infrastructure to help prevent a breach from happening again.

*Cyber recovery and home internet restoration services are available to victims of a cyber attack.