

Credit Alert® - FAQ

Q. Why do I need Credit Alert?

A. While monitoring your credit on a regular basis will not stop thieves from gaining access to information, it can significantly reduce the damage inflicted by Identity Thieves. It's important to know if your credit history is being accessed without your knowledge.

Q. What is Credit Alert?

A. Credit Alert is a daily, one bureau monitoring service. You will receive daily alerts if there are certain changes to your credit file or certain derogatory credit information reported to your Experian credit file.

Q. What do you mean by "certain derogatory" information?

A. Information in a borrower's credit history (credit report) that lenders may legally use to turn down a loan request or application for credit. Included are such things as bankruptcies, late payments, and previously charged off loans.

Q. What type of changes will I be notified of?

A. You'll receive daily notification if someone has inquired about your credit status or if any new accounts have been opened in your name. You will receive a notification alerting you to the type of activity it was along with the date it occurred.

Q. If I never receive any notifications, how can I be sure nothing has changed?

A. If there is no activity in your file, Credit Alert will inform you of that on a quarterly basis.

Q. How quickly will I receive the notices?

A. Daily alerts are mailed First Class via US Mail to insure prompt delivery. The Quarterly No-Hit Alerts are mailed Third Class.

Q. If I receive a daily alert that something has changed in my file how can I find out what to do to correct the situation?

A. Anytime you receive a Hit Letter we will provide you with our toll-free Credit Information Hotline number. The hotline is staffed with representatives trained in the Federal Credit Reporting Act (FCRA) to assist you with questions regarding Hit Letters.

Q. If I have Identity Theft Insurance why do I need credit monitoring?

A. Monitoring is like having an 'alarm system' on your credit record. Early detection of changes to one's credit file can reduce the damage inflicted by Identity Thieves.

Q. What good is credit monitoring if it can't protect me from becoming a victim of ID Theft?

A. Credit Alert allows you to find out if there are any inquiries to your account. Without credit monitoring, victims of ID theft usually only find out after the damage has already occurred.

Q. Will having Credit Alert really help once my credit record has already been accessed?

A. The scope and cost of ID Theft is significantly smaller if discovered quickly. Research has shown that no out-of-pocket expenses were incurred by 67% of those who discovered the misuse within 5 months compared to only 40% of victims with no out-of-pocket expenses when the discovery took 6 months or longer*.

Additionally, 76% of victims who found out about the fraud within one month spent less than 10 hours resolving it*. Statistics show that victims may spend up to 240 hours to clean up the mess left from an identity theft*. Total U.S. annual identity fraud costs were more than \$52.6 billion in 2005*. The median cost per fraud victims is \$652*.

Q. How do I enroll in the monitoring service?

A. You will need to complete the Credit Record Search form found in your New Account Kit in its entirety. We must have all 9 digits of your social security number and your signature. Mail the form in the attached privacy envelope. Your monitoring will begin in approximately 2 to 4 weeks of receipt of the completed form.

Q. I only received one Enrollment Form in my New Account Kit. How do joint account holders enroll?

A. Please call Member Services at 1-800-251-2311 to request an additional form.

Q. How long will the monitoring be available to me?

A. As long as you are a member of a club account that has Credit Alert. Once you enroll, your initial enrollment will be valid for one year. You will receive a renewal notice as your expiration date approaches providing you with an opportunity to enroll again.

Q. Will anyone else have access to my information once I fill out the enrollment form?

A. Credit Alert does not make your confidential information available to anyone but you other than as necessary to provide you with the Credit Alert service.

**Sources: Better Business Bureau and Javelin Strategy & Research, January 2005. Statistics from the Federal Trade Commission's September 2004 Identity Theft Survey Report.*