



Fraud Assist Toolbox Benefit Summary Sheet

BENEFIT	
Description	The Fraud Assist Toolbox is a convenient, online tool that helps members prevent and resolve problems that arise from identity theft more quickly by using the interactive online step-by-step recovery tool.
Key Benefits to Member	<p>Prevention</p> <ul style="list-style-type: none"> • Members can choose to set fraud alerts, stop pre-approved credit offers, or stop telemarketing calls. <p>Recovery</p> <ul style="list-style-type: none"> • By coaching the member through the recovery process, and sending reminder emails for follow up tasks, the Fraud Assist Toolbox can dramatically reduce the time and emotional stress of recovering from identity fraud.
Eligibility	Current members of programs that include Fraud Assist Toolbox and all joint account holders.
Provider	Truston is a privately-held company headquartered in Santa Barbara, California. Truston is dedicated to helping people deal with identity theft without putting personal information at risk.
How to Use This Benefit	<ul style="list-style-type: none"> • Members login to www.identitysecure.com/toolbox and enter their Access Code. • After the member completes the requested information they will receive a secure welcome email at the address they provide. This welcome email will remind the member of their user name and provide a direct link to the Fraud Assist Toolbox for their convenience. • Once in the Fraud Assist Toolbox, “Prevention” and “Recovery” members can choose from Prevention and/or Recovery tasks. • In the Prevention Toolbox, members can select which services they want to use (all optional). Members are then guided through the activation process for each service. • If the member chooses to set their 90 day fraud alert, they will be sent an email reminder when it’s time to reset their alerts. • Members can also choose to add their phone number to their credit alert. • In the Recovery Toolbox, members simply select the type of problem they are facing, and the guide will provide step-by-step online instructions for addressing the issue. • If a task is scheduled for the future, the Fraud Assist Toolbox will send the member follow-up reminders by email.
Contact Information	<p>Member Service Center 1-800-538-9621 (Mon – Fri, 7 AM to 8 PM CT)</p>