

Fraud Assistance Benefit Summary Sheet

BENEFIT	
Description	Our Fraud Assistance service provides members with access to a highly trained team of specialists who are ready to provide assistance when a member has been a victim of identity theft. Members receive a Personalized Fraud Resolution Kit. The kit contains a comprehensive assembly of contact information, procedures for resolution, and preventative tips for avoiding future identity thefts as well as personalized letters.
Key Benefits to Member	<p>Fraud Assistance service provides:</p> <ul style="list-style-type: none"> • Unparalleled Support Service: Highly trained identity theft specialists are on call to guide individuals through the fraud resolution process. • Personal Caseworker: If the member has been a victim of identity theft they will be assigned a caseworker who guides them through the process of restoring their identity profiles and credit records. If necessary, the caseworker will also assist the victim in contacting appropriate institutions. • Personalized Fraud Resolution Kit: Via priority mail, the member will receive a personalized binder that includes educational information, government agency contact information, an activity log to track their case, personalized letters to send to credit bureaus and financial institutions as well as instructions on how to file a police report and how to place fraud alerts with credit bureaus.
Eligibility	Current members of program that includes the Fraud Assistance benefit.
Provider	Affinion Benefits Group
How Member Receives Benefit	<ul style="list-style-type: none"> • Member receives a New Account Kit upon signing up for the program. • The Fraud Assistance phone and ID number are located on their Membership ID Card.
How to Use This Benefit	<ul style="list-style-type: none"> • If the member believes they have been a victim of identity theft, they can call the toll-free number found on the Membership ID Card located in their New Account Kit. • Call center agents are available Monday through Friday, 7 AM to 8 PM, Central Time. • The member will speak to a representative who will ask questions to find out more about the incident in question and transfer the member to our Identity Fraud Support Service (IFSS) team once it has been determined that a fraud has occurred. • If the member has been a victim of identity theft, a caseworker will be assigned. • Caseworkers are available Monday through Friday, 7 AM to 8 PM, Central Time. After hours, members may leave a voicemail. All calls are returned within 24 business hours. • The caseworker will send a Personalized Fraud Resolution Kit. • The caseworker will walk the victim through the steps of recovering their good name. • If needed, members receive assistance with putting a fraud alert on each of the three major credit bureaus and help with letters and forms.
Contact Information	<p>For assistance with identity theft-related matters please call: 1-800-251-2311 (Monday-Friday, 7 AM-8 PM, Central Time)</p>