

# *ID Theft Protector*

A Keenan Solution

Powered by:

**ID Theft Assist**  
One Call. One Solution.



## Identity Theft Protection & Resolution Services

Identity Theft Reporting or Any Questions, please call  
**Customer Service: 866-262-5844**

**Please see Slide 11 to set-up monitoring and get started!**

# ID Theft Protector

- Keenan's ID Theft Protector program is powered by **ID Theft Assist**.
- The companies behind ID Theft Assist are **CLC Incorporated** and **TransUnion LLC/True Credit**.



CLC is the leading provider of Legal, Financial and Identity Theft protection & resolution programs. CLC provides services to over 27 million households and over 25,000 corporations with programs that offer 24-hour bilingual support.



Trans Union, a leading provider of business intelligence and consumer information services, is committed to helping consumers prevent and resolve credit card fraud and identity theft issues. The Trans Union Fraud Victim Assistance Department (FVAD) was established in 1992 as the credit reporting industry's first full service, centralized effort dedicated solely to the detection, prevention and rectification of consumer credit fraud. Trans Union is supported by more than 3600 employees in 25 countries worldwide.

# Premier ID Theft Coverage

- 24/7 High Risk Transaction Monitoring
- 24/7 Social Security Monitoring
- \$1,000,000.00 Identity Theft Insurance (if register for monitoring)
- Safe Wallet, Lost Wallet/Purse Assistance
- 24/7 Debit & Credit Card Monitoring
- 24/7 Data Sweep Monitoring
- **Unlimited Restoration & Recovery Services**
- Expanded Member Portal / Dashboard
- Expanded coverage: monitoring for spouse and children under age 26
- Authentication and Signup with immediate Member Handbook access
- Identity Risk Score
- Tax Fraud Assistance, Legal Assistance and Financial Coaching

# Premier Plan Credit Monitoring Services



- **Credit Monitoring**
- **Alerts**
- **AllClear Monthly Email**
- **Credit Report (TU)**
- **Credit Score (TU)**

Credit monitoring requires activation and covers the spouse and children age 18-26. Recovery services and ongoing monitoring after Identity Theft will covers the entire family.

# Premier Plan Recovery Services

	ID Theft
Full Restoration	✓
Power of Attorney	✓
ID Theft Affidavit	✓
Report Fraud to Creditors	✓
File Criminal Report	✓
Forward Criminal Report to Creditors	✓
Credit & Charge Card Replacement	✓
Cancel Checks/ATM Cards	✓
Report Fraud to Social Security Administration	✓
Assistance with ID replacement	✓
Postal Inspector Notification	✓
Creditor Fraud Department Notification	✓
Credit Freezes and Fraud Alerts	✓
Assistance with pulling Credit Reports	✓
Emergency Response Kit	✓
Legal Consultations & Discounts	✓
Free Consultation with Credit Counselor and Tax Specialists	✓

Resolve Issues surrounding:

- Leases
- DMV
- Medical
- Credit Cards
- Bank Accounts
- Tax fraud
- Social Security
- Criminal Activity
- And others

# Recovery Staff

## Full-time, in-house and salaried

- Certified Fraud Examiner (CFE)
- Certified Identity Theft Risk Management Specialist® (CITRMS®)
- Fair Credit Reporting Act Certified (FCRA)
- Certified Credit Report Reviewer (CCRR®)
- Certified Credit Counselor
- CPA, EA & Certified Tax Coach™

## Legal Network

- Civil and Criminal
- 5+yrs Experience, Good Standing with State Bar, Carry Malpractice

# \$1,000,000 Insurance Benefit\*

- **Underwritten by AIG**
- **\$0 Deductible**
- **Expense Reimbursement and Cash Asset Protection**
  - Lost Wages
  - Legal Fees
  - Recovery Expenses
  - Unauthorized electronic funds transfers from personal checking and savings accounts.

**\*Requires enrollment in Credit Monitoring**

# Victim ID Monitoring

- **High risk transactions**
  - SSN
  - MIB (Medical Information Bureau)
- **Internet surveillance/dark web**
- **Debit and credit card numbers**
- **Email and text alerts**





# Service Delivery - What should I expect?



# Service Delivery

## Hours of Operation



- Call Center staffed 24/7
  - English and Spanish
  - Language line if other languages needed
- 24/7 Criminal ID Theft
  - Emergency assistance available

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# Service Delivery - Set-up Monitoring

- Sign in to set up coverage, monitoring & dashboard access

**<https://idtheftassist.com/co/reep>**

- First time - choose Sign-up
  - Enter Authentication ID (your last name & last 5 of SS#)\*
  - Upon Registering receive Welcome email confirmation
- Member enters personal data required for monitoring

**NOTE: Your authentication ID is your last name and last 5 of your SS#, no spaces.** If your last name is longer than 13 characters, please only use the first 13 characters plus the last 5 of your SS#.

# Service Delivery - Restoration

- Member calls dedicated IDTheft Assist customer service line (866-262-5844).
- Customer Service Representative (CSR) verifies eligibility and facilitates referral to Fraud Resolution Specialist.
- Fraud Resolution Specialist (FRS) engages member in conversation designed to identify the member's needs.
- Limited Power of Attorney is completed by member, and FRS stays with member throughout the entire process until complete.

# Service Delivery – Getting Started as a new member

- Complete Enrollment Form
- HR Team Member provides your name, address and general information from the form to ID Theft Assist
- Your membership will begin the first of the month following enrollment by your HR Department
- Once enrolled you will receive the following Welcome Letter. Illustrations of the Sign Up process through the secure portal follow.

# Welcome email



Customer Service: 866-262-5844

Hello Test Tester,

We are delighted to welcome you to the growing number of people who are enjoying the extensive scope of identity theft recovery services, fraud resolution, identity monitoring and ID theft insurance offered through IDTheft Assist.

***\*\*\*Your service will start on the first of next month\*\*\****

To verify your account and sign up please follow instructions at:

<https://idtheftassist.com/co/idta/signup?id=110655&s=Oy2bwMJH9zbltYCMudjyTQP3>

If you have any questions, simply call the Fraud Resolution Team at 866-262-5844.

You and your family will experience peace of mind knowing that your identity and credit are monitored and that a trained Fraud Resolution Specialist (FRS) will be available to help you resolve identity theft issues, as well as concerns about your credit reputation and scores. You will also be covered by our \$1,000,000 ID Theft Insurance for any ID theft related losses. Please see your member handbook located in your online member dashboard for exclusions and limitations.

This handbook, [click here](#), describes the services available to you and your family. We encourage you to carefully review this information so that you are able to make the most of your membership. If you have any questions, or if we can assist you in any way, please do not hesitate to contact us at [idtheftassist@clchomeoffice.com](mailto:idtheftassist@clchomeoffice.com) or 866-262-5844. ***One call, one solution.***

Thank you for taking such an important step toward safeguarding your most valuable asset, your identity.

Sincerely,  
The IDTheft AssistTeam

# Authentication & Sign-up

**ID**Theft Assist

Please sign in

Email address

Password

Remember me

Sign In

[Forgot your Password?](#)

→ Sign Up

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**Identity Theft Reporting  
or Any Questions, please  
call Customer Service:  
866-262-5844**

# Authentication & Sign-up

The image shows a desktop browser window for 'ID Theft Assist' with the 'ENROLLMENT' page. The page header includes the logo, the word 'ENROLLMENT', and 'Customer Service 866-262-5844'. The main content area has a heading 'Activate your identity theft protection.' followed by instructions: 'To activate your Identity Theft Protection, insert your Last Name and AuthenticationID/EmployeeID below. Upon completion of the authorization process, you will receive a welcome email with further instructions.' Below this are two input fields: 'Last Name' and 'Authentication ID / Employee ID', and a blue 'VERIFY' button.

To the right, a hand holds a tablet displaying the 'PROTECTION PORTAL' mobile app. The app screen shows a 'RISK SCORE 331' and several sections: 'DARK WEB RISK ANALYSIS', 'CREDIT RISK ANALYSIS', 'SECURE ACCOUNTS', 'CREDIT RISK ANALYSIS', 'ADVICE', and 'SAVE RESULTS'. A sidebar menu on the left of the app lists options like 'DARK WEB RISK ANALYSIS', 'CREDIT RISK ANALYSIS', 'SECURE ACCOUNTS', 'ADVICE', 'CREDIT RISK ANALYSIS', 'ADVICE', and 'SAVE RESULTS'.

**NOTE:** Your authentication ID is your last name and last 5 of your SS#, no spaces. If your last name is longer than 13 characters, please only use the first 13 characters plus the last 5 of your SS#

Any questions you may have can be directed to **ID Theft** at **866-262-5844**.





Welcome to IDTheft Assist!

LOG IN

### Greetings Test

We are delighted to welcome you as a new member of IDTheft Assist. As a member of IDTheft Assist you will enjoy an extensive scope of Identity Monitoring, Fraud Resolution and Recovery services. Now, you can finally benefit from the peace of mind afforded by knowing that your credit reputation and personal identity can be monitored for detected activity on the internet and dark web; and that a trained Fraud Resolution Specialist™ will be available to help you resolve any identity theft issues that may occur. Our Legal and Financial national network provides an added layer of support. So know, that wherever you live or whenever you need us, IDTheft Assist is there to help. One Call, One Solution.

Your Member Account Information

We have created a member account for you please note the following information:

# New Member Dashboard

**John Smith,**  
Welcome to your Financial Wellness Platform. We encourage you to use these tools to help navigate the ever-changing data and cyber breach landscape.

**PROTECTION PORTAL**

**DARK WEB RISK ANALYSIS**  
Your risk assessment score identifies vulnerabilities within the Dark-Web. We employ cutting edge technology to continuously monitor millions of online records. If we find anything suspicious you will be notified through our alert system.

**RISK SCORE 331**

**DARK WEB RISK ANALYSIS**  
Our Breach Detection Tool reaches out within the Dark-Web. Our resources will search for breached personal information that has been either already posted and or sold to other Data Thieves.

Enter Your Email

Check Your Exposure

**MY MONITORING**  
In order to get the most protection please fill out all of the appropriate information in the My Monitoring tab.

Enter Your Email

Update Information

**CREDIT BUREAU**  
Click the activate button to track your credit score and receive alerts for any changes that may occur.

I authorize a Fraud Resolution Specialist to see my Credit Report.

Activate

**ALERTS**  
The alerts system will keep you informed of any suspicious activity that may occur in any of the information that we are monitoring.

I authorize Text Message Alerts to be sent to my Alert Phone Number

**RESOURCE CENTER**

**How to tell if someone is using your identity.**  
Discover the signs and personal information can help you minimize the risk.

**Target for new COVID scam: Small business owners**  
There's a new coronavirus-related scam making the rounds, but it's anything but.

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