



Identity Theft Insurance - **FAQ**

Q. What coverage does Identity Theft Insurance provide?

- A. Many related identity restoration expenses are covered up to the aggregate annual limit of insurance including:
- Lost wages as a result of time off work related to a covered stolen identity event.
 - Reasonable and Necessary legal costs due to civil suit actions brought against the victim.
 - Expenses related to restoring one's identity including notary fees and affidavits, credit reports, loan application fees, certified mail, and long distance charges.

Q. Can I use my own lawyer? What type of litigation is covered?

- A. Under the terms of the policy the carrier would need to approve legal fees and, at its discretion, will provide legal counsel. Civil complaints are covered under the policy.

Q. Who handles the calls?

- A. Initial calls will be taken by the plan administrator. If you believe you have been a victim of identity theft, call 1-866-622-5205 (Mon-Fri, 7am-8pm CT)

Q. How do I file a claim?

- A. If it is determined that identity theft has occurred, the insured will be sent an Identity Theft Recovery Kit which includes a claim form. The insured fills out the forms and attaches appropriate documentation (e.g., supervisor signature for reimbursement of lost wages if time taken off work) and sends to directly to the insurance carrier.

Q. How should I send the forms after I have filled them out?

- A. Send all documentation pertaining to the case as certified mail, return receipt requested. This can be done at your local post office. This will allow you to know someone has received the documentation.

Q. How quickly are claims paid?

- A. Claims are typically paid within six weeks from the acceptance of complete claims information.

Q. What are some examples of identity theft crimes?

- A. The Consumer Protection Agency tells us that the criminal will use information to commit:
- Credit Card Fraud
 - Communications Services
 - Bank Fraud
 - Fraudulent Loans

Q. Is coverage available in all 50 states?

- A. Yes.

Q. What are the national credit reporting agencies and how do they affect the insured?

- A. There are three major national credit reporting agencies: Experian, TransUnion, and Equifax. All three keep detailed records of financial status and any place you may have lived. When applying for a new line of credit, the lender consults the credit reporting agencies to determine if the member's credit is in good standing. In theory, all three agencies should have the same information. But because errors do occur, and because not all creditors report to all three credit reporting agencies, the information can differ among them, which is why it is so important to contact all three.

Q. How much is the insured liable for?

- A. For Credit Cards: If the card issuer has notified you of your maximum potential liability, has provided a means for you to notify the card issuer of credit card loss or theft, and if the credit card contains a way of identifying the cardholder or authorized user, then your liability for fraudulent charge made to your account before the card issuer is notified is up to \$50.00 for each card.

For Debit and Cash-Machine Cards: Your liability for fraudulent use of your card is up to \$50.00 if you notify the card issuer of the loss or theft of the card within two business days after learning of the loss or theft of the card. After that, your liability is up to \$500.00 for each card. Or, if you do not notify the card issuer within 60 days of receipt of a monthly statement showing unauthorized transfers, then your liability for each card is up to the total amount of unauthorized transfers that occurred after the 60 day period and before notice, provided that the card issuer establishes that the unauthorized transfers would not have occurred if you had notified the card issuer within the 60 day period. You may also be liable for up to \$50.00.

Q. Should I cancel all of my credit cards?

- A. No – unless they were in your stolen wallet. In that case, you should close them and reopen new accounts. Notify the credit grantor that you have been a victim of identity theft and change your PIN or password if you do not cancel the card.