

## What accountholders are saying . . .

Following are actual testimonials from victims who were assisted by Recovery Advocates in the Recovery Care Center.

The testimonials highlight the comprehensive work performed by the Recovery Advocates to achieve the goal of restoring identity fraud victims to pre-event status, no matter how complex the case and working within no time constraints. The Recovery Advocates' high level of compassion, caring and follow through makes a lasting, positive impression of the services provided.

### **Sheila W.**

"When I found out that I was a victim of identity theft, I had no idea where to begin, whom to speak with, how to prevent further misuse of my personal information, or how much damage had already been done. My Recovery Advocate took me step-by-step through the entire process of clearing my name and I was also given an explanation of everything the Recovery Advocate needed to do and why."

### **Raymond S.**

"The service the Recovery Care Center provided to me was great. I could not have done this by myself. The Recovery Advocate did a great job. I'm 110% satisfied."

### **Caroline B.**

"I highly recommend the Recovery Care Center to anyone who finds themselves in the horrible predicament of identity theft. Hopefully, I will never find myself in a similar situation, but if I do, they will be the first people I call for help."

### **Thomas R.**

"The Recovery Care Center's service has been great in saving me from 10 attempts on my credit."

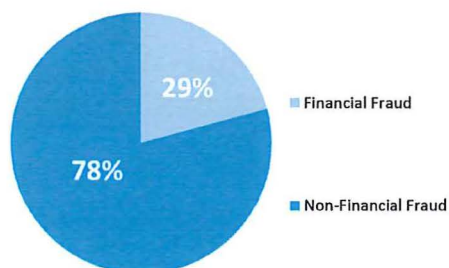
### **Pam K.**

"My Recovery Advocate was a godsend — courteous, professional, totally on top of dealing with companies and collection agencies. Made a horrible situation less stressful. I would recommend everyone sign up BEFORE identity theft happens to them!"

## Identity Fraud Coverage

IDProSelect covers all types of identity fraud, including financial, medical, employment, government benefits, and all other identity-related fraud.

*Federal Trade Commission Reported Fraud*



*Consumer Sentinel Network Data Book for January - December 2013  
Published February 2014*

## Additional Resources

### Educational Website

- Information on identity theft resources
- Latest news articles on identity theft

### Risk Quiz

- Test and increase awareness of the potential risk factors associated with identity theft
- Learn how to better secure personal information

### Monthly Newsletter

- Stay up-to-date on the latest scams identity thieves utilize to steal identities
- Tips to keep your identity protected

**For additional information, please contact:**

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# IDProSelect<sup>SM</sup>

Fully Managed Identity Fraud  
Research, Remediation and  
Recovery Services





**The number of Identity Fraud Victims increased by 500,000 consumers to 13.1 million people in 2013 ...**

**that means that every 2 seconds, there is a new identity fraud victim.**

—Javelin Strategy & Research Study, 2014

### **Introducing IDProSelect**

Identity theft happens when someone else uses your personal information, such as your name, date of birth, Social Security number, or driver's license number, for their own personal gain. It can happen to anyone, regardless of age, where you live or your income status. Identity theft simply cannot be 100% prevented.

You need the confidence of knowing that a team of experts stands ready to provide Fully Managed Identity Fraud Research, Remediation and Recovery services. IDProSelect is a best-in-class solution.

### **Comprehensive Fully Managed Identity Fraud Research, Remediation and Recovery Services**

If you or your family member suspect identity theft, or personal information becomes compromised as a result of a lost wallet, a break-in, lost laptop, notification of a data breach, or any other compromise, we are positioned to help.

Simply contact us! A representative will verify your information and securely submit your case to a personal Recovery Advocate, who will contact you directly by phone. You will be assigned a Recovery Advocate who will work on your behalf to recover your good name — no matter how long it takes.

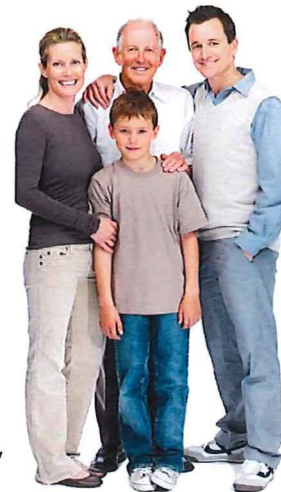
### **Recovery Advocates are able to:**

- Complete a full Identity Fraud Threat Assessment
- Review all 3 bureau credit reports for new or suspicious activity
- Assist with placing fraud alerts
- Activate credit monitoring during recovery and provide Credit Report and Score
- Perform research to uncover any additional fraud
- Provide Lost Document Replacement (including Lost Wallet) services
- Contact creditors and other agencies under an executed Limited Power of Attorney
- Create and maintain a law enforcement grade case file, to assist law enforcement in prosecution of perpetrators
- Supply case status updates throughout recovery
- Expunge fraudulent information from the victim's records, with no time limit on recovery
- Provide free credit monitoring and follow up with the victim for a full 12 months post-resolution

### **Family Coverage**

Services extend to three generations of your family (3G), and continue to provide coverage for up to 12 months after death. Included are:

- Your spouse or domestic partner
- Children up to age 25 in the same household
- IRS-qualified dependents
- Parents in the same household or in an elder care facility (nursing home, assisted living, or hospice)



### **Recovery Advocates**

- Single point of contact during identity fraud research, remediation and recovery process
- Submit disputes on your behalf
- Provide criminal investigation assistance
- Create law enforcement grade case file
- Highly qualified
  - FCRA and FACTA certified
  - Licensed Private Investigators
  - Certified ID Theft Risk Management Specialists
  - Certified Financial Crimes Investigator
  - Certified Fraud Examiner

### **Recovery Care Center**

- 24/7/365 access
- Located within the United States
- Professional Recovery Team has an average 20 years tenure in the industry
- High consumer satisfaction ratings, tracked for more than 5 years

