

ID THEFT SERVICES		BRONZE	SILVER	GOLD
	Educate the member on how ID Theft occurs, protective measures & answer FAQ	●	●	●
	Mail "ID Theft Resolution Kit" to the member & answer any questions about the ID Theft Affidavit*	●	●	●
	Review the credit report in "Real Time" while the member is on the phone to determine fraud or theft			●
	Submit the Affidavit to the appropriate authorities, credit bureaus & creditors			●
PLACE	"Fraud Alert" on the member's credit report			●
	"Consumer Statement" on the member's credit report, if requested			●
	"Security Freeze" on the member's credit report (only in some states), if requested			●
	Cancel all lost or stolen credit/debit cards & request issuance of new ones	●		●
	Dispute or clear fraudulent accounts/charges from the member's credit report			●
HELP	Place a "Fraud Alert" on the member's credit report	●	●	
	File a police report and report the theft to the local authorities		●	●
	Enroll member in free credit monitoring services at any time during membership			●
REPORT	The incident to all 3 major credit-reporting agencies to get a free credit report	●	●	●
	The ID Theft to the Federal Trade Commission		●	●
PROVIDE	Opt-out services to the member		●	●
	Travel assistance services (Emergency message relay, cash advance, translation/interpretation & emergency travel arrangements)		●	●
ASSIST	With itemizing fraudulent account statements and with submitting them to each creditor		●	●
	If victim of other types of ID Theft (mail fraud, bankruptcy fraud, online fraud...)		●	●
	In replacing lost or stolen documents		●	●
	With compliance on ID Theft procedures specific to his or her state		●	●
	The member with enrollment in credit monitoring services after ID Theft incident	●	●	
	Connect the member with specialist for Legal, Financial and Psychological assistance			●