

MyIDCare™ Identity Protection Services

MyIDCare is the only solution that offers monitoring and recovery services across all nine types of credit and identity threats, including medical, financial, and employment identity theft. Our members have the most comprehensive view of their identities possible, allowing for the most thorough review and resolution of identity theft. Further, ID Experts will never attempt to “upsell” services to our members. We are simply here to assist in identity protection and recovery.

MyIDCare includes:



Ask an Expert helpline
Unlimited phone and email help from real people, certified in identity protection.



Recovery Superhero™
Total identity recovery, led by your own personal identity expert (a.k.a. superhero).



More than Monitoring
Credit and CyberScan monitoring, plus alerts to notify you of questionable activity.



Total simplicity
Get covered quickly and easily. Then get back to what's important to you.



\$1 million insurance
If your identity is stolen, we'll cover your eligible financial losses, up to \$1 million.



Our 100% Promise™
We don't stop until your identity is back to normal. That's our promise to you.

The ID Experts Difference

ID Experts is passionate about providing customer-centric professional services coupled with exceptional customer service. Our commitment to excellence serves as an industry standard. ID Experts is structured to focus on speed, while maintaining high levels of service and satisfaction.

- We **specialize in identity protection** and help members monitor and restore their identities. In 13 years, we have handled over 10,000 cases of identity theft with 100% resolution. And, we manage all 9 types of identity theft.
- Small or large member group? We can **scale to handle populations of any size**. We are currently trusted by millions of Americans to protect their identities.
- With our **highly trained specialists**, we are well equipped to handle all of your enrollment, monitoring, and identity restoration needs. Our Member Advisory Agents provide concierge-style service to all our members for all proactive and reactive identity protection assistance.
- Our **identity protection services are customized** to meet the specific risks associated with your incident.



Identity Protection Services

The MyIDCare elements listed below have been specifically tailored to meet the needs of UCLA Health and their settlement class. For those that enroll, this solution (which mirrors the robust protection services previously offered by UCLA Health to its population) provides for an additional two-years of coverage.

SINGLE BUREAU CREDIT MONITORING

Monitoring of one credit bureau for changes to the member's credit file such as new credit inquiries, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

IDENTITY THEFT INSURANCE

Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

HEALTHCARE TOOLKIT

This toolkit provides information and tips for individuals concerned about medical identity theft to protect themselves and monitor relevant information. The toolkit includes: instructions for placing fraud alerts; methods for monitoring financial and health information for potential fraud associated with an individual's personal accounts; directions for contacting financial institutions, insurance providers or Medicare/Medicaid. It is provided for all breaches involving healthcare data. Our Member Advisory team is available to assist members over the phone with direction or implementation of any part of the toolkit.

FULLY MANAGED IDENTITY RECOVERY

ID Experts' fully-managed recovery service provides MyIDCare members recovery and restoration for identity theft issues such as (but not limited to): Account Creation, Criminal ID Theft, Medical Fraud, Account Takeover, Rental Application, Tax Fraud, Benefit Fraud, Online Auction Fraud and Utility Creation. This service includes complete triage process for members who report suspicious activity, a personally-assigned IDCare Specialist to fully manage recovery and restoration of each ID theft case and expert guidance for those with questions about ID theft and protective measures.

MEMBER ADVISORY SERVICES

All MyIDCare members enjoy unlimited access to ID Experts' identity protection resources. This includes a personalized webpage, monthly newsletter and "all clear" alerts, and live, concierge-style phone assistance from our IDCare Specialists with any questions related to identity protection. Whether members are looking for lost wallet assistance or need to report actual identity theft, our helpful team is available to assist.