



# Identity Management Services

## Threats are Everywhere. Your Solution is Here.

### Every day headlines reveal new threats to your identity, while traditional risks persist

Not long ago, dumpster divers and lost wallets were your biggest identity theft worries. That's not the case anymore. As our lives have gone digital, so have the scammers—with email hacking, social media smears, phishing attacks and data breaches. Plus, they have more devices to exploit, like tablets and smartphones.

### Why? To commit identity theft crimes and other types of fraud in your good name

Identity management service<sup>1</sup> from Mercury Insurance keeps pace with emerging identity threats, thanks to IDT911, America's premier provider of identity services.

More than 12 million people experience identity theft annually with an average loss per victim of \$2,294. On average consumers spend \$400 in out of pocket expenses and spend more than 11 hours of time trying to resolve the case<sup>2</sup>.

Mercury Insurance understands your identity is your most valuable asset—that's why we're proud to provide you and your family members<sup>3</sup> with identity protection services—for less than \$3 per month. If you ever find yourself faced with identity theft worries, you and your family can get help from a dedicated IDT911 fraud specialist who will advise you, place fraud alerts, call creditors, and stick with you for as long as it takes to restore your credit, reputation and peace of mind.

## We are pleased to offer the following services:

- Proactive education and preventive measures, including online resources, to help avoid identity theft and protect your good name.
- Protect your entire family's identities providing your household peace of mind.
- Document replacement assistance for lost, stolen or destroyed documents and identification, and help notifying government agencies and providers.
- Unlimited, 24/7 access to a fraud specialist providing proactive and complete consumer education, advocacy, and if fraud prevails, assistance through full resolution on your case.

Powered by:



<sup>1</sup> Coverages may be subject to certain restrictions and limitations and may not be available in all states. Ask your local independent agent for more information.

<sup>2</sup> Javelin Strategy & Research Identity Fraud Survey Report

<sup>3</sup> Identity protection services are available to a spouse and/or immediate family members under 26 years old who live in the household.







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	<b>Proactive Services</b> - When your personal data is compromised we can help you take preventative measures, such as placing fraud alerts, to help avoid identity theft.
	<b>Resolution Services</b> - Recover from account takeover or identity theft with unlimited assistance to fix issues, handle notifications and provide credit and fraud monitoring for victims.
	<b>Document Replacement Services</b> - Replace lost, stolen or destroyed documents and identification and get help notifying government agencies and providers.
	<b>Child Identity Theft Support</b> - Invest in your children's future by asking us to help protect their identities now, before they're the victims of fraud or theft.
	<b>Tax Fraud Support</b> - Cut through taxing red tape and secure your refund with our expert guidance after crooks steal your social security number and file in your name.
	<b>Financial Fraud Support</b> - Reach out to us to protect your current and future credit from unauthorized account activity, account takeovers, and financial accounts opened in your name.
	<b>Military Identity Theft Support</b> - Protect your good name when you're defending our country. We'll work with you or an authorized relative to place an active-duty military fraud alert.
	<b>Medical Identity Theft Support</b> - If criminals use your personal data to commit medical fraud, we help you heal your identity and get back on your feet.
	<b>Travel Identity Theft Support</b> - Contact a fraud specialist to help replace your lost or stolen IDs, passports, visas and other documents no matter where you are on the globe.
	<b>Estate Identity Theft Support</b> - Keep the identities of deceased family members safe with help from our fraud experts, so fraud doesn't come back to haunt you.

	<b>Break-In Recovery</b> - Stop thieves in their tracks after a home, auto or boat break-in with assistance from our fraud experts to prevent use of compromised personal data.
	<b>Disaster Recovery</b> - Recover following a natural disaster with ID and document replacement, access to financial institutions and communication with family, friends or providers.
	<b>Employment Identity Theft Support</b> - Call us to give pink slips to criminals who build their identities, careers, and Social Security credit using your personal information.

## New Service Enhancements

LifeStages continuously evolves with new services designed to meet the emerging risks you face every day.

	<b>Email Compromise Assist</b> - Thwart, detect and recover from email hacking. Plus, get help managing your identity and privacy in your online communications.
	<b>Social Media Compromise Assist</b> - Get smart about managing your family's reputation on social networks.
	<b>Phish Assist</b> - Sidestep phishing scams with our detection and recovery support when crooks try to steal your personal data, online usernames, passwords and credit card data.
	<b>System Protection Guidance</b> - Protect devices—tablets, computers and smartphones. Our fraud specialists will provide industry rated resources and options.
	<b>Breach Assist</b> - Respond swiftly, confidently and correctly when companies notify you that your data has been compromised.
	<b>Assisted Living Fraud Support</b> - Lean on us for guidance in power of attorney and legal guardianship matters to assist with identity management and resolving fraudulent misuse.