

Identity Theft Resolution Services

www.chubbidtheft.com

CHUBB®



Identity theft is the fastest growing crime in America. That means the odds of it happening to you or someone you know are pretty good. If it does happen to you, just know that you don't have to deal with it alone. At Chubb, we look for ways to do moreSM for our clients, like preventing issues from happening in the first place, and making you whole again after you experience a loss.

Get help when you need it

As a Chubb homeowner or auto insurance policyholder, you have access to complimentary identity theft resolution services through CyberScout, a leader in identity theft recovery, defense, and education for more than 17.5 million U.S. households.

For immediate assistance

If you think your identity has been stolen or you need immediate assistance recovering lost personal identification documents after a theft, fire, flood, or other disaster:

- Call **1-866-860-1761** - to be connected to a CyberScout fraud resolution specialist
- Call **1-800-CLAIMS-0** - to talk to a Chubb Claim Center specialist to submit a claim

Identity Theft Resolution Services - what you'll get, free of charge

If you are a victim of identity theft or need help handling suspicious account activity, you and your covered household members can receive:

- Help in filing a police report, creating a fraud victim statement of facts, and developing a comprehensive case file for investigations and claim-handling purposes
- Assistance with all documentation and phone calls needed to resolve your case
- A three-in-one credit report
- One year of credit monitoring, if your identity is stolen
- One year of fraud monitoring of more than 1,000 public records databases
- Optional credit freezes and help with state identity theft passport programs,

Personal Risk Services

where available

- Assistance if you're a victim of wallet or purse theft
An additional year of active follow-up service to avoid recurrence
- Ongoing threat alerts, tips, and education at www.chubbidtheft.com

Recovering documents after a disaster

If you lose your personal identification, legal or financial documents in a natural disaster (hurricane, flood, or earthquake), home fire or terrorist attack, you can get help to:

- Emergency authentication and coordination with aid organizations
- Insurance claim handling
- Retrieving, replacing or recreating lost or destroyed legal, financial or personal identification documents
- Communicating messages to and from law enforcement and government agencies, employers and relatives, and other relevant institutions

Additional identity services available

You can get help in preventing or handling identity theft, data breach or other cybercrimes:

- Emergency risks services - including External Breach Support, Phi Assist, Social Media Identity Support, Email Identity Support, and System

Protection Support

- Child risk services - to help your minor child's identity recover from identity theft
- Marriage services - to provide name change assistance, creditor notification and other identity-related services to engaged couples, newlyweds and recently divorced people.
- Tax-related identity services - to protect you against tax-related fraud and, if it does occur to get personal assistance to detect it, provide the IRS with necessary documentation, and prove your identity.
- Military identity services - to defend your identity while you defend our country by placing a military fraud alert to protect your good name
- Medical identity services - to help clear up the damage from fraudulent insurance claims and false medical services, stopping relentless collection agencies, and correcting your treatment files before a catastrophe occurs
- Travel identity services - to help keep identity thieves off your travel itinerary by helping you recover lost or stolen passports, credit cards and identification when you're traveling
- Relocation services - to help protect your identity when you're on the move and make sure your sensitive information moves safely with you
- Break-in services - to help keep your personal data safe if thieves break into your home, auto or boat
- Debt tagging - to run a quick credit check to determine if debt that collectors targeted you for actually

attached to your credit files and to contact collections agencies if necessary to update incorrect entries

- Assistance after the death of a loved one - to help minimize the risk to survivors by stepping in to lock down the deceased's personal and financial information, systematically notifying credit issuers, and helping to secure death certificates

Learn more about protecting your identity

Visit www.chubbidtheft.com to learn more about how to prevent identity theft crimes, and get alerts on the latest national scams and security breaches.

For potential identity theft questions, call CyberScout at 1-866-860-1761.

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