

GROUP BENEFITS

TRUSTED  
200  
YEARS



THE HARTFORD

# PERSONALIZED PROTECTION FOR A PRICELESS ASSET.

Identity Protection  
Support Service



Expertise without equal.  
Benefits without burden.

# EVERYONE'S IDENTITY IS POTENTIALLY AT RISK.

Identity theft is one of the fastest growing crimes in the United States today. And while you may take precautions to protect yourself, anyone can be victimized by an identity thief.

**A**s a member of The Hartford's<sup>1</sup> Identity Protection Support Service, you'll be better protected from the often devastating consequences. We're here for you every step of the way with professional fraud recovery assistance. Depend on us to stand and deliver.

## Fraud fighters at your service 24/7.

The Hartford's Identity Protection Support Service is provided by Trilegiant Corporation,<sup>2</sup> a leading provider of identity theft membership programs. If you suspect that you're a victim of identity theft, a toll-free call will put you in touch with our professional fraud support. You'll be assigned a dedicated caseworker who'll work with you step by step to help you recover your identity as quickly and as easily as possible. We also provide a customized Identity Fraud Support Service Kit with forms to help you officially alert agencies of your identity theft. It also contains useful information for a speedier recovery and prevention of future incidents.



## HELP IS JUST A PHONE CALL AWAY.

Recovering your identity from a thief can be overwhelming as well as costly. But with The Hartford's Identity Protection Support Service, you'll have the help necessary to cover all of the groundwork. To start the process, you should:

- Call us at 1-877-890-0240. We're ready to assist you 24 hours a day.
- Talk to the personal caseworker we'll assign to you. All of our caseworkers are Fair Credit Reporting Act (FCRA) certified. You'll be walked through the entire resolution process, step by step, to ensure you of a quick and easy recovery. Take advantage of their expertise and follow their advice carefully for the best results.

### Identity thieves don't miss a trick. Neither should you.

With our help you can ultimately remove the "thumbprints" of a thief from your credit history and other personal records. Your case worker will walk you through all of the steps listed.

When necessary, we'll provide you with phone numbers or transfer you to the right agencies.



We'll also provide educational materials and a kit to help you keep track of your actions. And we'll be on your side through the entire process.

- Contacting the three major credit reporting agencies to put a fraud alert on your credit files.
- Notifying any companies where you maintain accounts that are affected by the fraud.
- Filing disputes regarding any inaccurate information in your credit report with the appropriate credit reporting agencies.
- Alerting the United States Postal Service should you suspect someone has filed a change of address for you with the post office or has used the mail system to commit theft.
- Contacting your local bank if you believe your checks have been stolen or forged.
- Alerting the Social Security Administration if you suspect that someone has fraudulently used your Social Security number.
- Contacting the Securities and Exchange Commission if you have reason to believe your investments were tampered with.
- Notifying the Internal Revenue Service if you suspect the identity theft is somehow connected to a tax violation.

## More ways to put an identity thief out of business.

Having a caseworker on your side means you won't have to search for the appropriate sources of expertise and assistance with this type of crime.

Our caseworkers are skilled and experienced in determining any additional reports you should file or agencies you should contact, including:

- The Federal Trade Commission (FTC).
- The Internet Crime Complaint Center (ICCC).
- The Federal Bureau of Investigation (FBI).

## Get a handle on lost or stolen cards.

The Hartford's Identity Protection Support Service also helps you prevent future identity theft attempts on your credit and debit cards. This service helps you cancel and reissue cards if you've lost them or suspect your wallet has been stolen. Simply call our service agents at 1-877-890-0240.<sup>3</sup> We're standing by to assist you.

## Here when you need us, in any time zone.

With The Hartford behind you, you can travel with confidence. Besides your other Identity Protection Support Services, you'll also have the following services at your fingertips with one phone call:

**Emergency Cash and Travel Planning:** Once you've informed us of credit card theft or loss, we can wire you up to \$1,000 in emergency cash and, if needed, arrange to have a prepaid, one-way ticket home waiting for you at the nearest airport.<sup>4</sup>

**Emergency Message Relay:** If you're stranded or in an emergency away from home, you can send a message to a relative or friend through our toll-free number, 1-877-890-0240. We'll make three attempts to contact up to three people and pass along your message.<sup>5</sup>

## Recover your peace of mind.

When identity theft happens, your personal information isn't the only thing that's breached. You also lose your sense of security. Recovering both your good name and peace of mind are equally important to The Hartford. Our caseworkers will work with you to bring about a speedy resolution, giving you back two of your most precious assets.

We hope your identity remains safe throughout your life. But if theft happens, we'll be here when you need us.

<sup>1</sup> The Hartford® is Hartford Life Insurance Company and Hartford Life and Accident Insurance Company. The home office of both companies is Simsbury, CT. All Identity Protection Support benefits are provided by Trilegiant Corporation. The Hartford is not responsible and assumes no liability for the goods and services described in these materials.

<sup>2</sup> The Identity Protection Support Service is provided by Trilegiant Corporation, which may modify or terminate all or any part of the service at any time without prior notice. None of the benefits provided to you by Trilegiant Corporation as a part of the Identity Protection Support Service are insurance. This brochure, the Identity Support Service Terms and Conditions of Use, and the Identity Fraud Support Service Kit constitute your benefit materials and contain the terms, conditions, and limitations relating to your benefits. This service may not be used for business or commercial purposes or by any person other than the policy holder.

<sup>3</sup> Some financial institutions may require you to call them directly and will not accept notification from third parties, in which case we will contact you so that you can call your financial institution directly.

<sup>4</sup> You must be at least 100 miles from home and have available credit on a designated bank card. Emergency cash is charged as a cash advance, and emergency airline tickets are charged as a purchase to your credit card account and are all subject to that account's finance rates.

<sup>5</sup> Service available only in the United States, Puerto Rico, and the U.S. Virgin Islands between 8 a.m. and 10 p.m. ET.

(Please cut here.) ✂

**IDENTITY PROTECTION  
SUPPORT SERVICE**  
Help is one phone call away.



**Group Member Number 20265136**  
For Service, Call 1-877-890-0240

## GROUP BENEFITS

TRUSTED  
200  
YEARS



**THE HARTFORD**



### Mixed Sources

Product group from well-managed forests and recycled wood or fiber  
[www.fsc.org](http://www.fsc.org) Cert no. XXX-XXX-000  
© 1996 Forest Stewardship Council

2966 07/09 Printed in the USA  
©2009 The Hartford, Hartford, CT 06115

Expertise without equal.  
Benefits without burden.

## ELIGIBILITY DETERMINED BY EMPLOYER.

Our Identity Protection Support Service, provided by Trilegiant Corporation, offers an array of identity fraud services to help victims of identity theft restore their peace of mind.

### Benefits include:

- 24/7 access to Support Services.
- Overnight delivery of a personalized fraud resolution kit with instructions and resources for identity theft victims.
- Access to emergency cash, travel planning and message relay services.