

Identity theft and fraud resolution program

Aetna Resources For LivingSM

With the ever-expanding use of the internet, identity theft continues to rise as well. The Identity Theft and Fraud Resolution program is there to help should your identity be compromised. This valuable program will help you through the complex process of restoring your identity and credit history.



When identity thieves strike

You can access your identity theft and fraud benefits immediately and receive a free 60-minute telephone consultation with a trained Fraud Resolution SpecialistTM. The specialist guides you through the process to re-establish your identity and credit rating. The specialist can also coach you on how to dispute fraudulent debts that result from identity theft.

Once the specialists are familiar with the facts of your case, they will:

- Help you complete and submit identity theft affidavits to credit agencies, creditors and other authorities.
- Provide account forms or letters to itemize each fraudulent occurrence and advise you on where to submit each document.
- Direct you to local and federal authorities and the fraud departments of creditors to report fraudulent activity.

- Provide you with the contact information for the three major credit-reporting agencies: TransUnion[®], Experian[®] and Equifax[®].
- Help you obtain a free copy of your credit report.
- Send you a free Identity Theft Emergency Response KitTM.
- Explain how identity theft happens and steps that can be taken to help prevent it in the future.

You don't have to face this ordeal alone

It only takes one phone call to get help with resolving identity theft emergencies. Our specialists can also help you prevent identity theft before it happens.

**Confidential assistance available
24 hours a day 7 days a week**

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies. The EAP is administered by Aetna Behavioral Health, LLC, Aetna Health of California, Inc. and Aetna Health and Human Resources Company, Inc.

This material is for informational purposes only. All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spousal or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not.

Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com