



IDENTITY THEFT VICTIM RECOVERY PROCESS

If a customer believes he/she is a victim of identity theft; the customer calls toll-free at **877-338-4338**



A Fair Credit Reporting Act (FCRA)/Fair and Accurate Credit Transaction Act (FACTA) certified Recovery Advocate works directly with the customer to determine the severity of their situation



If it is determined that the customer is a victim of identity theft, a Recovery Package is sent via overnight delivery which includes a Limited Power of Attorney for the customer to complete and return



The Recovery Advocate works to restore the customer to a "pre-theft" status



The Recovery Advocate continually updates the customer on the progress of the recovery process until resolution is determined; once completed, the customer receives credit monitoring and follow-up for 12 months