

# Sapphire's Core Identity Theft Protection



## Fraud resolution and identity restoration

When identity theft strikes, speed matters. With Sapphire's Core Identity Theft Protection services, members have access to our team of Fraud Resolution Specialists (FRS) and Assisted Restoration Services. Joining, ensures that members don't have to manage personal information safety on their own.

### Assisted Restoration Services

- ✓ One (1) free initial Fraud Resolution Specialist (FRS) consultation up to sixty (60) minutes
- ✓ Free Emergency Response Kit (a DIY identity theft protection guide) upon request
- ✓ One (1) free initial attorney consultation with a 25% discount from a retained attorney (if legal help is needed)

### Free: Data Breach Scan and Report

- ✓ Submit an email address and instantly verify whether it has been associated with a company data breach
- ✓ Review our suggested best practices and preventative steps to ensure any compromised data stays private



### Help is here

By contacting Sapphire's in-house call center, a member can be connected to a Fraud Resolution Specialist (FRS), with assurance that no matter the question, they will get an answer. A FRS can advise and assist with the following:

- Education on how ID theft occurs and how to start protective measures
- Guidance to identity/credit restoration with creditors/collection agencies
- How to contact the major credit bureaus (Experian, TransUnion, Equifax)
- Direction to obtaining free credit report copies and how to assess them
- Recommendations for which local and federal authorities to notify

### Member's Upgrade: Full Restoration Services for Proven ID Theft Victims

Our FRS team fixes the identity theft problem on a Sapphire member's behalf. Through a Limited Power of Attorney, we can help reduce many of the timely and costly steps required to professionally restore an identity. We've saved members tens of thousands of dollars!

### Strengthened by the highest quality standards

- Certified Identity Theft Risk Management Specialist
- Certified Credit Report Reviewer
- Certified Credit Counselor
- Fair Credit Reporting Act Certified
- CPA, EA, and Accredited Tax Preparers
- Licensed Civil and Criminal Attorneys

**To access services, call your EAP: (866) 262-5749, Select option 1**

*So that we can better assist you, please mention that you are with Sapphire Resource Connection when you call.*