

# CIGNA Identity Theft Program

## Helping Combat Identity Theft

*You've heard about it in the news – you may even know someone who's been a victim. Identity theft is America's fastest growing crime, victimizing almost 8.9 million people a year.<sup>1</sup> It's a serious crime that occurs when an unauthorized person uses your personal information – your name, Social Security number, bank or credit account number(s), or driver's license number – for fraudulent use. It's also a silent crime – often taking a year or more to be discovered, and leaving victims with a cumbersome, time-intensive process to restore their credit records and good name. CIGNA's Identity Theft Program is available to members and individuals covered under a CIGNA accident plan.<sup>2</sup> This program provides resolution services to help you work through critical identity theft issues you may encounter.*

### Valuable help when you need it most

Our identity theft program provides:

- A review of credit information to determine if an identity theft has occurred
- An identity theft resolution kit and an identity theft affidavit for credit bureaus and creditors
- Help with reporting an identity theft to credit reporting agencies
- Assistance with placing a fraud alert on credit reports, and cancellation and replacement of lost or stolen credit cards
- Assistance with replacement of lost or stolen documents
- Access to free credit reports
- Education on how to identify and avoid identity theft
- \$1,000 cash advance to cover financial shortages if needed<sup>3</sup>
- Emergency message relay
- Help with emergency travel arrangements and translation services

### Services for every situation

No matter where or when you come under the attack of identity theft, CIGNA's services are there for you.

- We assist with credit card fraud, and financial or medical identity theft;
- We provide real-time, one-on-one assistance – 24 hours a day, 365 days a year – in every country in the world;<sup>4</sup>
- You'll have unlimited access to our personal case managers until your problem is resolved;
- Our website offers helpful information to reduce your risk of identity theft before it happens.



From the U.S. and Canada, call 1.888.226.4567  
From other locations, call collect 202.331.7635  
By fax: 202.331.1528  
By e-mail: [cigna@europassistance.com](mailto:cigna@europassistance.com)

*Please indicate that you are a member of CIGNA Identity Theft Program.*



Policyholder  
Name \_\_\_\_\_

Policy # \_\_\_\_\_ Group# 57

If you suspect you might be a victim of identity theft, call us now at 1.888.226.4567. Our personal case managers are standing by to help you.



## Safeguard yourself against identity theft

Here are some important tips to help you manage your personal information and minimize your risk of identity theft.

### Your wallet

- Carry only one or two credit cards in your wallet.
- Carry only the identification information that you actually need.
- Do not carry your Social Security card in your wallet; leave it in a secure place.
- If your purse or wallet is stolen, immediately report it to the police.

### Your bank statement

- Review your bank and credit card statements monthly for signs of suspicious activity.
- If your statement is late by more than a couple of days, call your credit card company or bank to confirm your billing address and account balances.

### Your credit report

- Check your credit reports from the three major credit bureaus – Equifax®, Experian® and TransUnion® – annually and correct any inaccuracies. You can do this at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Your credit cards

- Do not hand over your debit or credit cards to anyone.
- Cancel all unused credit card accounts.

### Your Social Security number

- Give your Social Security number only when absolutely necessary, and before providing, ask to use other types of identifiers.
- Remove your Social Security number from any identification you carry in your wallet.

### Your mail

- Deposit your outgoing mail in post office collection boxes or at your local post office, rather than in an unsecured mailbox.
- Promptly remove mail from your mailbox.

### Your trash

- Tear or shred your charge receipts, copies of credit applications, insurance forms, physician statements, checks and bank statements, expired charge cards that you're discarding and credit offers you get in the mail.

### Your workplace

- Secure personal information in your workplace.
- Keep your purse or wallet in a safe place at work; do the same with sensitive personal information such as your paycheck.

### Your home

- Secure personal information in your home, especially if you have roommates, employ outside help or are having work done in your home.

### Your computer

- Do not keep computers online when not in use. Either shut them off or physically disconnect them from an internet connection.
- Use antivirus software and a firewall.
- Be cautious about opening any attachment or downloading any files from emails you receive.

### Your car

- Do not leave any personal information in your car.
- If your car is broken into report it to the police immediately.

For additional tips to reduce your risk and for guidance on what you should do if you become a victim, visit our website at [www.cigna.com/idtheft](http://www.cigna.com/idtheft).

<sup>1</sup> Javelin Strategy and Research, January, 2006.

<sup>2</sup> Includes group and blanket accident insurance policies underwritten by Life Insurance Company of North America or CIGNA Life Insurance Company of New York.

<sup>3</sup> Provided with confirmation of reimbursement and if traveling more than 100 miles from home.

<sup>4</sup> Assistance with U.S. bank accounts only.

CIGNA is a registered service mark used by these insurance companies. This program does not include reimbursement of expenses for financial losses.

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