



EZShield’s Expert Customer Service Team

Compassion, Professionalism and Results—A True Champion for Your Customers

We believe in people, not recordings. That’s why EZShield Customer Support is available to your customers around the clock. Whether your customers’ wallet or identity is stolen, or they have a simple question — we are always here to help put their life back in order, ensuring their satisfaction throughout the process.

1

Servicing Center

We are focused on fraud protection

- Specialists have a servicing profile, not selling
- Continuous follow up through to resolution/restoration

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Expert Assistance

We know this business

- Industry memberships and certifications maintained annually/as needed
- Average tenure for Sr. Resolution Specialist: 7 years



2

Single Point of Contact

Strive for continuity with each case

- Customers aren’t passed around
- One Resolution Specialist from case initiation to case resolution

3

Our Operations

We are always available

- 24x7/365 Operations
- US-based Redundant Service Locations
- Multilingual Spanish & French support

Customer Testimonials

Diana, who manages administration of a Church, called because her checks, which had SSN written on imprint, were stolen from a mailbox.

“The Resolution Specialist explained everything completely to me at a moment when I was feeling very overwhelmed at how much the thief had crippled the Church. The Specialist helped me and didn’t make me feel rushed to give the specifics and get me off the phone. While I was still under the deluge of issues because of us having to close our checking account, our Specialist called to remind me of sending her the information so that she could process it. What a blessing she was.”

**-Diana B.
Case #41721**

Compliant Communication and Support

EZShield follows industry best practices regarding compliant communication and support. We adhere to the Dodd-Frank Act, the Consumer Financial Protection Bureau (CFPB) and other consumer protection advocates.

- Frequent communication with your customers to educate them about their services, and provide tips on how to best utilize them
- Detailed product disclosures
- Service cancellation requests handled promptly and professionally
- No questions asked money-back guarantee for anyone who expresses dissatisfaction with our service for any reason

Results That Speak for Themselves

Testimonials and the results of our various customer satisfaction programs reflect the value we bring partners and customers.

- A Net Promoter Score (NPS) of 74% that places EZShield in the top 5% of the thousands of companies that use this customer satisfaction methodology
- Zero Better Business Bureau (BBB) complaints and a perfect A+ rating over the last three years
- An average customer satisfaction rating of 9.1 out of 10.0
- 1st overall in 3 of the 4 primary categories in the 2013 Javelin Strategy & Research Identity Protection Scorecard

Highest Level of Security

Conducting business with banks since our company's inception, we understand security. Our people, processes and systems meet the stringent requirements that financial institutions demand, including:

- Industry-leading Security Controls & Practices
- PCI Compliance Level 1
- Member of Shared Assessments along with leading financial institutions, with the goal of improving risk, security, privacy and business continuity
- End-to-End Triple Layer Data Encryption

Reliable & Scalable Support Systems

FraudTrac, our proprietary fraud management system, securely tracks all customer cases. Our Service Oriented Architecture (SOA) supports scalability and flexibility.

Safeguarding Your Customers' Information

EZShield does not share your customers' information with anyone. We treat this information as you do. We never sell or trade personal or business identity information for any reason.

Customer Testimonials Cont.

Jason received a letter in the mail from the Internal Revenue Service (IRS) indicating that he owed \$1,900 in taxes for wages claimed in Texas.

"If I didn't have this I wouldn't know where to turn. It's comforting knowing if fraud happens to me again, EZShield will take care of me."

**-Jason C.
Case #31758**

Linda's bank account was compromised when her checks were stolen.

"It was an easy transition in a worrisome time, (fraud is stressful and expensive). I have already been telling everyone about EZShield, and highly suggest they purchase it. Awesome Job by the Resolution Specialist. Everything was done well!"

**-Linda B.
Case # 55510**

Tony received a cyber alert to his EZShield online account to notify him that his personal information may have been compromised.

"I never expected to be contacted by phone concerning potential threats. I figured I was on my own. I appreciate you guys watching out for me! Love your service and recommend you to everyone I can."

**-Tony B.
Case # 56376**

About EZShield

EZShield works with partners in the financial services, benefits/payroll, insurance, telecommunications and warranty markets to provide fraud protection to consumers and small business customers. Our full range of identity and fraud services, including check and checking account protection, consumer identity and business security solutions, are offered on a flexible platform and backed by best-in-class service. This enables EZShield partners to quickly bring to market integrated identity theft and fraud protection solutions that are tailored to the unique needs of their customers. For more information, please visit www.ezshield.com.



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