

## Award-Winning ID Protection in Action

# We Don't Back Down When Met With a Challenge



**Michael L., Grand Haven, MI**

Not all Resolution Center calls are cut-and-dry cases. Our certified Resolution Specialists are trained to dig deeper to uncover the extent of the impact before declaring a threat completely resolved. The consistent follow-ups made by a designated Resolution Specialist who understands all the unique circumstances of a customer's issue allows us to ensure that further fraud can be prevented. This is why our customers keep turning to us.

Michael, an EZShield customer, was alerted of a large balance due on his bank account that he

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did not recognize. He reached out to EZShield, and his trained specialist helped him clear up the confusion. His Resolution Specialist spoke with Michael's bank and found that Michael had previously closed an account with them due to fraud.

The specialist worked with Michael's bank to reverse the charges and ultimately close the fraudulent account.

However, the bank had mixed up his new account and fraudulent account numbers – accidentally pushing the fraudulent balance over to Michael's legitimate bank account. The specialist worked with Michael's bank to reverse the charges and ultimately close the fraudulent account.



Another Case Resolved Thanks To:  
EZShield's Certified Resolution Specialists  
& ID Security Experts



EZShield has been recognized by Javelin Strategy & Research as an industry leader in identity restoration since 2013. Our Resolution Center is available 24/7/365 to assist customers with questions about their identity security, as well as handle a variety of fraud- and identity theft-related threats.

Many aspects of our identity theft resolution services are proprietary. EZShield follows a 32-step process to resolve fraud, which involves isolation, mitigation and prevention steps. We call this process End2End Defense®. If an identity crime occurs, our certified Resolution Specialists are trained to work on a customer's behalf to resolve the issue and help prevent future fraud or identity theft events.

### About EZShield

EZShield, named an Identity Protection Leader in Resolution by Javelin since 2013, has protected 15 million individuals with comprehensive identity protection products designed to secure, monitor and restore your good name.

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### Protecting Your Good Name – All of Them



**Lynn W., Augusta, GA**

Sometimes identity theft can be as simple as stealing someone's identity and opening new accounts in their name. Other times, criminals can use unusual routes of identity theft to make their crimes more difficult to detect and resolve.

One of our customers, Lynn, discovered that identity thieves had used her information in a way she did not expect. She received a letter from her bank stating that potentially fraudulent accounts had been opened in her name, and that she could be the victim of identity theft. However, she discovered that the fraudulent accounts were under a different surname – one from a previous marriage 17 years ago.

Once Lynn connected with the Resolution Center, her trained specialist walked her through EZShield's 32-point End2End Defense® checklist – designed to discover the source of fraud, isolate the incident and

help prevent it from happening again.

With the unique nature of this case, Lynn's Resolution Specialist decided to go through the resolution protocols twice, treating Lynn's identity as two separate identities – Lynn's current and former surname.

Lynn was delighted to learn her specialist could work with credit bureaus and government agencies on her behalf, using a Limited Power of Attorney. These tasks are typically costly, confusing and time-consuming when done without expert assistance. The cumbersome nature of resolution multiplies when you're seeking to protect a name that is no longer your own.

Lynn's Resolution Specialist made it her mission to find everywhere Lynn's old identity still "lived" – contacting the DMV, IRS, SSA, and U.S. Department of State. Everything came back clear.

The specialist also placed a 90-day fraud alert on Lynn's credit report and deployed complimentary monitoring services for added protection.

Upon debriefing Lynn about the status of her case, the specialist also offered expert tips on cybersecurity and identity protection. Lynn was delighted with the specialist's expert work and felt reassured knowing both of her good names were protected.

The specialist followed up with Lynn a month later – happy to report that her past name has not reappeared.



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# Discovering, Isolating & Preventing Future ID Crime



**Keith S., Berkeley, CA**

EZShield works with customers to address and resolve a variety of identity threats. Part of our Resolution Center's job is to ensure that a customer's issue has been completely resolved.

A man discovered two fraudulent payday loans in his name after a collections company reached out to him. He suspected the theft of his information had occurred after a break-in at a local car dealership where he had recently co-signed his daughter's auto loan.

He discovered two fraudulent payday loans in his name after a collections company reached out to him

With this in mind, his certified Resolution Specialist knew resolving the case was only part of the task at hand. Since half of all identity theft victims are eventually re-victimized, she would also need to isolate the incident to ensure his information was not misused again.

The Resolution Specialist worked with the collections agency and payday loans company to close the fraudulent accounts. Then she contacted all three major credit bureaus to remove any fraudulent information from his credit report and place a 90-day fraud alert on his credit file.

She followed up with him by providing additional security tips. The customer was particularly impressed with her social media privacy review (it's often surprising just how much personal information we reveal within our online profiles). Finally, she slipped a social media privacy guide and home security checklist as part of his mailed case file so he could review it at any time.

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### Our Resolution Team is “What Real Customer Service Should Offer”



**Mark R., Baltimore, MD**

EZShield Resolution Specialists not only help resolve identity threats and their impact on consumers' lives, but they also act as valuable educational resources. By arming customers with tips, tools, and time-saving measures, our specialists offer customers complete peace of mind.

When a customer did not understand a credit alert he received and did not recognize it as belonging to him, one of

When he did not understand a credit alert, one of our dedicated Resolution Specialists, Crystal, reached out to him.

our dedicated Resolution Specialists reached out to him. Crystal helped to answer the customer's questions about the alert and what it meant to his credit file.

“EZShield's staff has now successfully demonstrated to me what real customer service should offer...”

Additionally, his Resolution Specialist offered him helpful tips about what creditors may do to protect their customers' information.

The customer was overjoyed with his EZShield experience and provided positive feedback about our team: “EZShield's staff has now successfully demonstrated to me what real customer service should offer... Not to be corny, but they did it the old-fashioned way. They earned this praise.”



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### ID Thieves Keep Up With You, But So Do We



**Peter M., Huntsville, AL**

If someone had misused your information, would you want to know right away?

EZShield's monitoring services alert customers when their information has been misused – allowing them to detect, isolate, and resolve the incident quickly. One such customer, Peter, experienced first-hand the power of identity monitoring services. He received a credit monitoring alert from EZShield, stating someone had tried

to apply for credit with Citibank in his name.

The catch? Peter had not applied for credit with Citibank.

Someone had tried to apply for credit with Citibank in his name.

Peter immediately called EZShield's Resolution Center and was connected with a certified Resolution Specialist.

The specialist set up a conference call with Peter and Citibank to discuss the inquiry. "They were patient with me, as my computer skills were lacking," Peter said. "My favorite thing about my experience was that I always spoke with the same people."

"My favorite thing was that I always spoke to the same people."

Luckily, the inquiry was denied – no new accounts had been successfully opened in Peter's name. The

specialist worked quickly to place a fraud alert on Peter's credit bureaus, dispute the inquiry and remove it from his credit report. Two months later – after no new fraud attempts had been made – the case was closed and the customer's identity had been restored.

"I loved that they followed up," Peter said. "They made sure everything was handled completely before we closed the dialogue."



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### ID Crime Comes in All Shapes & Sizes



**Mindy M., Lubbock, TN**

Identity thieves try to steal as much information from their victims as they can. Many customers believe that identity crimes are always one large event, but sometimes they can be a series of smaller attempts.

Mindy, an EZShield customer, noticed fraudulent charges from an unfamiliar business on her debit card. She called her bank to cancel the card — believing that was the extent of the issue.

Later that day, she received a rather eerie call. It was from the business where the fraudulent transactions had been made. Mindy began to worry that

She called her bank to cancel the card — believing that was the extent of the issue.

the criminals had more of her information than she initially thought.

“My fear was that not only was my card information compromised, but they clearly had my correct phone number as well,” Mindy said.

“I am very pleased to know this company is helping to keep my information secure.”

Mindy’s certified Resolution Specialist was ready to help. The specialist placed fraud alerts for Mindy at all three major credit bureaus, added Mindy’s phone number to the Do

Not Call registry and advised her to change the passwords to her online banking accounts — just to be safe.

Additionally, her specialist reviewed some of the customer’s EZShield services and walked her through additional protection features, like credit and Internet monitoring. The specialist explained how the services were designed to help protect her identity.

“I am very pleased to know this company is helping to keep my information secure,” Mindy said. “The representative made me feel at ease and walked me through everything they were going to do.”



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