

## Who's eligible?

Once you are enrolled in a Symetra Group Insurance plan, you, your spouse, and your dependents under the age of 25 are eligible for all services provided by the Identity Theft Resolution Program.

Identity thefts discovered prior to enrollment in a Symetra Group Insurance plan are not eligible for services.



Scan to download and save the following numbers to your smart phone or detach the wallet card.

## Your ID Theft Resolution Program

Call anytime from anywhere.  
We're available 24/7 to assist you.

**North America: 1-877-823-5807**  
**Anywhere else (collect or direct):**  
**(240) 330-1422**



[www.symetra.com](http://www.symetra.com)

There is no guarantee that intervention on behalf of covered members will result in a particular outcome or that efforts on their behalf will lead to a result satisfactory to them. Services do not include, and covered members will not be assisted with, thefts involving non-U.S. bank accounts.

Symetra Group Life and Disability Income Insurance policies are insured by Symetra Life Insurance Company located at 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004, and are not available in any U.S. territory. Benefit availability and provisions may vary by state. Symetra Life Insurance Company and Symetra Financial Corporation do not solicit business in the state of New York and are not authorized to do so.

In New York, employee benefits are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address: P.O. Box 34690, Seattle, WA 98124.

Symetra Life Insurance Company and First Symetra National Life Insurance Company of New York are subsidiaries of Symetra Financial Corporation. Both subsidiaries are separately responsible for their own financial obligations.

ID Theft Resolution is offered by Europ Assistance through Symetra Financial Corporation subsidiaries. Europ Assistance is not affiliated with any of the subsidiaries under Symetra Financial Corporation. For more information, visit [www.europassistance-usa.com](http://www.europassistance-usa.com).

Symetra<sup>®</sup> is a registered service mark of Symetra Life Insurance Company.

Someone in your corner in case your identity is stolen.

## Symetra's Identity Theft Resolution Program



# 24/7 assistance so you don't have to handle things on your own.

**That's what you get with Symetra's Identity Theft Resolution Program provided by Europ Assistance. Someone to act as your advocate, advise and help you restore things.**

It's personal service that helps to relieve some of the stress and reduce the number of hours you'll spend restoring your identity.

## If You Think You're Identity Has Been Stolen

Just pick up the phone—24 hours a day, seven days a week—and call 1-877-823-5807 if you're in North America or (240) 330-1422 from anywhere else in the world.

An ID Theft Resolution Specialist will help you obtain a copy of your credit report from all three major credit-reporting agencies. All three agencies will also place a fraud alert on your records.

Once you receive your reports, your ID Theft Resolution Specialist will walk you through the documents to determine if fraud or theft has occurred.

## Here's the Help You'll Receive

### > Theft affidavit

You'll get help completing the ID Theft Affidavit. It's your responsibility, though, to submit the affidavit to the proper authorities, credit bureaus and creditors.

### > Card replacement

You'll receive assistance with replacing credit, debit and membership cards.

### > Translation services

You'll have access to translation services. For instance, you may be overseas and need help communicating with local police.

### > Emergency cash

You can receive up to \$500 in emergency cash—secured by a valid credit card—if the theft occurs 100 miles or more from your primary residence.

## Don't wait until theft occurs.

**There's no better time to deal with identity theft than before it happens.**

Be sure to call 1-877-823-5807 to get your helpful ID Theft Protection Kit. It covers the ins and outs of identity theft and provides advice on how to avoid it. And just in case your identity is stolen, the kit includes forms you'll need to help resolve the problem.

DETACH WALLET CARD FOR EASY ACCESS TO IMPORTANT INFORMATION

## Tips to Remember

- Carry only one or two credit cards.
- Bring only the ID information that you'll actually need when going out.
- Do not carry your Social Security card in your wallet.
- If your purse or wallet is stolen, immediately report it to the police.