

# Identity Theft Resolution Services

Your identity is your own.  
Let's keep it that way.

CHUBB®



## For Immediate Assistance

If you think your identity has been stolen or if you need immediate assistance to help recover lost personal identification documents after a theft, fire, flood or other disaster, call **1.866.273.7935** to be connected with a fraud resolution specialist at CyberScout™.

If you would like to use a different service provider to help you recover from identity theft, you can contact the Chubb Claim Center at 1.800.532.4822 to submit a claim.

## Identity Theft Can Happen to Anyone. But You Don't Have to Face the Risk Alone.

Although identity theft is the fastest-growing crime in the North America, it is not just a financial problem. Strong emotions such as fear, anger, helplessness and frustration may overwhelm a victim of identity theft or lost identity. Many individuals have no idea how to handle their situation or to whom they should turn for guidance. Promptly and properly notifying credit and law enforcement agencies as well as other relevant institutions can be a daunting task for anyone trying to resolve the crisis on their own.

That's why Chubb is proud to offer complimentary identity theft resolution services to our homeowner and automobile policyholders through CyberScout – a leader in identity theft recovery, defence and education for more than seven million North American households. If your identity has been compromised, a highly experienced fraud specialist will work with you one-on-one to quickly resolve the crisis, so you can get on with your life.

Personal Risk Services

## Complimentary Identity Theft Resolution Services

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If you are a victim of identity theft or you need assistance handling suspicious account activity, you and your covered household members can receive the following:

- Systematic notification and assistance with filing a police report, creating a fraud victim affidavit and developing a comprehensive case file for investigative and claim-handling purposes
- Assistance with all documentation and phone calls needed to resolve your case
- Assistance for victims of wallet and purse theft
- An additional year of active follow-up service to avoid recurrence
- Ongoing threat alerts, tips and education at [www.chubbidtheft.ca](http://www.chubbidtheft.ca)

## Document Recovery After a Disaster

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Victims of a natural or man-made disaster (such as a hurricane, earthquake, flood, home fire or terrorist attack) who have lost their personal identification or legal or financial documents will receive assistance with the following:

- Emergency authentication and coordination with aid organizations
- Insurance claim handling
- Retrieving, replacing or recreating lost or destroyed legal, financial or personal identification documents
- Communicating messages to and from law enforcement and government agencies, employers and relatives, and other relevant institutions

## Help Prevent Identity Theft at Key Stages of Life:

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- **Emerging Risks services** - including External Breach Support, Phish Assist, Social Media Identity Support, Email Identity Support, and System Protection Support
- **Child risk services** - to help your minor child's identity recover from identity theft
- **Marriage services** - to provide name-change assistance, creditor notification and other identity-related services to engaged couples, newlyweds and recently divorced people
- **Tax-related identity services** - to protect you against tax-related fraud and, if it does occur to get personal assistance to detect it, provide CRA with necessary documentation, and prove your identity
- **Medical identity services** - to help clear up the damage from fraudulent insurance claims and false medical services, stopping relentless collection agencies, and correcting your treatment files before a catastrophe occurs
- **Travel identity services** - to help keep identity thieves off your travel itinerary by helping you recover lost or stolen passports, credit cards and identification when you're traveling
- **Relocation services** - to help protect your identity when you're on the move and make sure your sensitive information moves safely with you
- **Break-in services** - to help keep your personal data safe if thieves break into your home, auto or boat

- **Debt tagging** - to run a quick credit check to determine if debt that collectors targeted you for was actually attached to your credit files and to contact collection agencies if necessary to update incorrect entries
- **Assistance after the death of a loved one** - to help minimize the risk to survivors by stepping in to lock down the deceased's personal and financial information, systematically notifying credit issuers, and helping to secure death certificates

## Proactive Inquiries and Ongoing Education

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For articles and interviews on identity theft crime, alerts on the latest national scams and security breaches, and a wealth of identity theft prevention information, visit [www.chubbidtheft.ca](http://www.chubbidtheft.ca). Call CyberScout at **1.866.273.7935** for proactive inquiries regarding potential identity theft.

Chubb. Insured.<sup>SM</sup>

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). In Canada, Chubb operates through Chubb Insurance Company of Canada and Chubb Life Insurance Company of Canada. All products may not be available in all Canadian jurisdictions. In the United States, insurance is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.