

# Identity Theft Assistance

**Direct access to 24/7 support if your identity is stolen**



**Identity Theft Assistance can help secure your finances and aid in identity theft resolution.**

**Identity theft is a rising concern and it can happen to anyone.** Identify Theft Assistance offers you peace of mind by providing you with step-by-step coaching and assistance to help you resolve identity theft.

## Who's eligible for the Identity Theft Assistance?

You, your spouse and your dependents under age 26 (regardless of student status) are eligible for all services provided by Identity Theft Assistance. Identity thefts discovered prior to enrollment in a Symetra Group Life Insurance plan are not eligible for services.

## If you think your identity has been stolen

Just pick up the phone—24 hours a day, seven days a week—and call On Call International at **(978) 651-9223** if you're in the U.S. or Canada, or **(833) 808-0253** from anywhere else in the world.

# Identity Theft Assistance features



## Fraud assistance and credit review

- **Three-bureau fraud alert placement assistance:** Upon your request, the three major credit bureaus will be contacted to inform them your credit cards were lost/stolen so that the incident is reported.



## Document replacement and financial assistance

- **Lost wallet assistance:** If your debit/credit cards are lost or stolen, Identity Theft Assistance will contact the bank/credit card companies with you on the phone to alert them that the cards were lost or stolen and could be compromised. They'll also provide information to help you replace lost items such as your driver's license and Social Security card.
- **Lost passport replacement:** In the event your passport is lost or stolen, Identity Theft Assistance will assist you in securing an emergency passport replacement, including locating the nearest consulate or embassy if the loss occurs while you're traveling.
- **Emergency cash advance assistance:** If needed, Identity Theft Assistance will assist you in obtaining cash advances from family or friends.



## Tips to remember to protect your identity

- ✓ Carry only one or two debit or credit cards.
- ✓ Bring only the ID information that you'll actually need.
- ✓ Keep your passport safe while traveling—make copies, store it in a safe place, and if stolen or lost, report it immediately.
- ✓ Do not carry your Social Security card in your wallet.
- ✓ If your purse or wallet is stolen, immediately report it to the police.
- ✓ Notify your financial institution if your debit or credit card is lost or stolen.



## Access your Symetra Support services



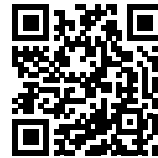
### To access your On Call Travel Assistance, Identity Theft Assistance and Beneficiary Assistance services:

**Just pick up the phone**—24 hours a day, seven days a week—and call On Call International at (978) 651-9223 if you're in the U.S. or Canada, or (833) 808-0253 from anywhere else in the world. You may also reach On Call International via text at 1-844-302-5131.



### To access your ComPsych EstateGuidance® program:

Visit [www.EstateGuidance.com](http://www.EstateGuidance.com) and enter the promotional code **SymetraLife**. Choose any of the options in the drop-down menu.



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

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