

CIGNA IDENTITY THEFT PROGRAM



Your identity cannot be replicated, but it can be stolen.

Identity Theft occurs when someone uses your personal identifying information, like your name, Social Security number, or credit card number, without your permission, to commit fraud or other crimes. It's America's fastest growing crime, victimizing about 12.7 million people in 2014.* Cigna's Identity Theft program is available to help if this serious crime impacts you.

Valuable help before and after identity theft.

Our identity theft program provides tools and guidance to help with prevention, detection and resolution. This includes:

- › Education on how to identify and avoid identity theft before it happens
- › An identity theft protection kit that provides the right documents to use and steps to follow if your identity has been compromised
- › Help to complete an identity theft affidavit and cancel lost credit cards
- › Guidance to help you replace credit cards, a driver's license, Social Security card, passport, etc.
- › Assistance with understanding your credit reports to determine if identity theft has occurred, and help with reporting an identity theft to credit reporting agencies
- › Help with emergencies while traveling, including translation services with local authorities, filing a police report, and emergency message relay
- › Up to \$1,000 cash advance if your wallet or purse is stolen when traveling more than 100 miles from home**

Not sure how to get started?

If you become a victim of identity theft, Cigna's program is here for you.

- › Get assistance with credit card fraud, and financial or medical identity theft
- › Receive real-time, one-on-one assistance — 24 hours a day, 365 days a year – no matter where you are in the world***
- › You'll have unlimited access to our personal case managers until your problem is resolved

If you suspect you might be a victim of identity theft, call 1.888.226.4567 (U.S. and Canada) or 202.331.7635. Personal case managers are standing by to help you. Please indicate that you are a member of the Cigna identity theft program and group #57.



* Javelin Strategy and Research, March, 2014.

** When the theft occurs 100 miles or more from primary residence. Must be secured by a valid credit card and repaid by customer within 30 days, or fees/charges will apply.

*** Assistance with U.S. bank accounts only.

Together, all the way.SM



Offered by: Connecticut General Life Insurance Company, Life Insurance Company of North America or Cigna Life Insurance Company of New York.

Cigna Identity Theft Program services are provided under a contract with Europ Assistance USA. Presented here are highlights of the identity theft program. Full terms, conditions and exclusions are contained in applicable service agreement. This program is NOT insurance and does not provide for reimbursement of financial losses.

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