

Don't leave this valuable benefit behind

We're pleased to offer you the option to continue your cybersecurity protection with Aura Identity Guard.



When you separate from your employer — either because you are leaving the company, or you are no longer eligible for coverage — continue your cybersecurity protection with Aura Identity Guard at the same low rate offered through your employer benefits program.

When can you port your coverage?

- ▶ Retirement
- ▶ Employment has been terminated (Voluntarily or Involuntarily)
- ▶ Employer no longer offers Aura Identity Guard in their benefits package

How to take your cybersecurity benefit with you

When the coverage is terminated through your employer, you will be placed in a **30-day complimentary service period** in your current plan. An email will be sent to the email address listed in your Aura Identity Guard account settings with information on switching to a credit card payment within the 30-day complimentary service period. If you do not receive this email, please call us at 855-443-7448 to assist you.

How to update billing through the Aura Identity Guard account

1.

Login to your Aura Identity Guard account*

2.

Go to: My Account > Billing > Subscription

3.

Follow the steps to update billing information with a credit or debit card

4.

Authorize Aura Identity Guard to withdraw the monthly service fee

*Note: If you are using your work email address, be sure to login and update the email address to a personal email account.

Frequently Asked Questions

What does porting Aura Identity Guard coverage mean?

When your existing workplace benefits change, portability enables you to continue Aura Identity Guard protection for you and your family regardless of employment status.

Will my rates change when I port over the service?

Rates can change if your employer is sponsoring a plan and you bought into a higher plan than the sponsored plan. The rates would then be a Voluntary buy-up price plus what your employer covered while you were employed. Rates do not change if your employer offered a 100% Voluntary plan.

Can I change my Aura Identity Guard plan when I port my service?

Yes, you can convert to a different plan in the "My Plan" section in your Aura Identity Guard account.

What happens if I do not port my Aura Identity Guard coverage within 30 days of change employment?

Your Aura Identity Guard coverage will be cancelled.

What if I still have questions or need assistance?

Our Customer Service Concierge team is available 24 hours a day, 7 days a week. 855-443-7448

We're here to give you peace of mind so you can continue to live your best life online and offline.

Keep all the security features you need to protect you, your family, your devices, and your personal and financial information.

Stay ahead of fraudsters during a time when fraud is booming

- ▶ Unemployment Claim Fraud: Increase of nearly 600% since before the pandemic¹

Proactive protection from Medicare and Medicaid scams

- ▶ Medicare fraud: Approximately \$60 billion annually is lost²

Safeguard your finances

- ▶ Credit card fraud: Increase of nearly 60% from 2019 to 2020³

Keep your family safe online and offline

- ▶ Every 10 seconds: Someone becomes a victim of identity theft or fraud⁴



Customer Service Concierge
customer@identityguard.com
855-443-7748

¹CNBC. "Scammers have taken \$36 billion in fraudulent unemployment payments from American workers." (January 5, 2021)
²SMP Senior Medicare Patrol. "Dollars Lost to Fraud." (2021)
³Credit Card Insider. "2021 Annual Study: Identity Theft & Credit Card Fraud Has Exploded in Recent Years." (February 10, 2021)
⁴US FTC 2019 report