

Identity Theft Restoration

From detection to resolution, you and your family are covered with Identity Theft Restoration¹

CHUBB®



Your Identity Theft Restoration Services

Life is stressful enough as it is. The last thing you should have to worry about is becoming the victim of an identity thief. With Identity Theft Restoration, you and your family are protected from the consequences of identity theft. Whether you're at home or across the country, you're only one toll-free call away from Identity Restoration specialists, who are here to help you protect your personal assets and restore your peace of mind - and your spouse is fully covered, too.

You can even get expert advice for your children if you believe they have been affected by identity theft.²

If you believe you or a family member may be a victim of fraud, call
1.866.299.7277 (toll-free), 24/7.

Please detach your personal Identity Theft Restoration card below and carry it with you at all times. Also, keep a copy of the phone number in a safe place in case you lose this card.

CHUBB®

Identity Theft Protection Services

Light & Wonder

Organization Name

9906-01-19

Policy Number

Identity Theft Restoration

Worldwide & Toll-Free 24/7

For Round-the-Clock Fraud Support, call

1.866.299.7277

Please refer to local country dialing instructions and make sure to use a telephone that has international access.

Identity Theft Restoration

If you believe you or a family member may be a victim of fraud, call the 24/7, toll-free hotline

1-866-299-7277

Lost Wallet and Replacement

Lost or stolen financial documents are a leading cause of identity theft. In the event this happens to you, you can rest easy knowing Identity Theft Resolution will provide you and your family with one-on-one guidance and procedural expertise from our dedicated Restoration specialists. Services include, but not limited to:

- Identifying missing documents
- Contacting document issuer⁴ while customer is on call (if required by issuer)
- Cancelling all lost cards and reporting documents missing
- Completing required forms and delivering to customer for completion
- Initiating fraud affidavit and police reports for stolen wallets
- Making additional resolution calls based on severity of issue

Expert Assistance and Easy Resolution

We're here to help you defend your identity and recover any lost or stolen cards in the unlikely event that you're a victim of identity theft. Call the hotline number 1-866-299-7277 for immediate assistance.



Restoration Assistance

Member suspects credit card fraud and calls the service number on ID card



Case Assessment

Call agent intakes calls to evaluate and detail case for Restoration Specialist's assistance:

- Personal info
- Fraud alert/freeze
- Security questions
- Police report filing, etc.



Restoration Specialist Case Management

Specialist reviews the case, take actions to restore ID theft on behalf of the member, then follow up with member for resolution



Expert Guidance

Restoration Specialist in contact with member confirms security protocols taken and assist with additional steps as needed to resolve the case



Resolution Email

Once case is resolved, Restoration Specialist sends follow up case information to the Member by email

¹ Program and services are provided through an independent third-party service provider not affiliated with Chubb. This program do not include reimbursement of expenses for financial losses. Services are provided under a contract with Experian (CSID).

² If the suspected identity theft is affecting your dependent child, you or your spouse can call on the child's behalf to receive personalized assistance in reporting the crime.

³ Daily monitoring will notify members of any new inquiries, certain derogatory information, accounts, public records, or change of address that have been added to their credit reports as reported by any of the three major credit reporting agencies. If no information has been added or changed, then the member will receive a quarterly notification stating that no information has changed within their credit file.

⁴ Some financial institutions may require you to call them directly and will not accept notification from third parties in which case we will contact you so that you can call your financial institution directly.

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