

Identity Protection to Guard Against a Growing Threat



As identity theft and fraud continues to grow and reach new geographies, Generali Global Assistance Identity and Digital Protection (IDP) helps keep consumers in control of their identities with a new approach to protection. Our IDP Plus program includes one bureau credit monitoring along with alerts, resolution, and an easy-to-use dashboard – plus, the peace of mind that comes from having comprehensive 360° protection.

IDP Plus allows consumers to easily track their credit report and score and alerts them of any changes to their profile which could indicate suspicious activity or fraud.

THE IDENTITY THEFT PROBLEM

While the awareness of identity theft and fraud is less prevalent outside of the United States, the means to detect and prevent it continues to rapidly evolve. Canada Post calls it one of the fastest growing crimes in Canada and reports that Equifax and TransUnion credit bureaus indicate that they each receive approximately 1,400 to 1,800 Canadian identity theft complaints every month¹. Additionally, as the world becomes increasingly connected — from social networks to digital healthcare records to the Internet of Things — scammers and fraudsters are already setting their sights across the globe to find new ways to steal sensitive personal information from consumers that are not protected. This trend makes identity theft a persistent threat for Canadians to prepare for now.

WHY GENERALI GLOBAL ASSISTANCE

✓ People-first approach

Our specialists provide caring support and assistance to help minimize the stress associated with identity theft

✓ Help doesn't stop when customers leave home

Generali Global Assistance's international footprint means a multi-lingual staff is available 24/7/365 to help customers anywhere in the world

✓ Flexible, responsive partner

We can design a product and program model to fit your organization's needs

✓ Trusted by leading companies

We protect millions of identities as the preferred identity protection partner for Fortune 500 companies in the insurance, financial, corporate, and travel markets



GENERALI
GLOBAL ASSISTANCE

IDENTITY PROTECTION SERVICES

Identity and Digital Protection Plus Service Details

PREVENTION

Defends personal information and enhances privacy while online

- 24/7 identity protection expertise and online resources
- Opt-out services – reduce pre-approved credit card offers, direct mail campaigns, and marketing phone calls
- Online data protection – guards against keylogging and phishing so you can use the internet without worry

MONITORING

Tracks identity risk level and detects fraud early

- Online dashboard – helps identify risk levels, track credit report and score, access identity theft protection tips, and respond to alerts from one place
- Identity monitoring – detects fraud at its inception by searching for compromised credentials and potentially damaging use of personal information
- One bureau credit monitoring, report, and score – detects suspicious activity and ensures accuracy

ALERTS

Provides detailed notification of suspicious activity

- Changes to credit profile
- Compromised credentials
- Black market activity

RESOLUTION

Addresses and repairs problems thoroughly and easily with help from our experts

- 24/7 access to Certified Identity Theft Resolution Experts
- Affidavit submission
- Creditor notification and follow-up
- Communication with law enforcement
- Lost wallet assistance
- Translation services
- Emergency cash advance and travel arrangements
- Two bureau fraud alert placement assistance

1. https://www.canadapost.ca/cpo/mr/assets/pdf/aboutus/identitytheft_en.pdf

ABOUT GENERALI GLOBAL ASSISTANCE

While you may not be familiar with Generali Global Assistance (GGA), we've been here all along. We've been busy protecting clients and their customers for over 50 years. As the pioneer of the assistance concept, we have decades of knowledge and perspective that comes from working with a diverse array of industries. The result is customized, innovative services to help our clients grow and retain business. GGA was one of the first companies to provide identity theft resolution services in the U.S. and today we are a leading provider of identity protection services, proudly protecting millions from the growing threat of identity theft. Identity theft knows no bounds or geographical limits. Neither does GGA's global reach or expertise. We stand ready to provide hands-on assistance to minimize the distress victims face when confronted with identity fraud, wherever life takes them.

GGA, formerly Europ Assistance in the U.S., is based in Bethesda, MD, USA and has been a leader in the assistance industry since its founding in 1963. GGA is a division of the multinational Generali Group which has created a presence in more than 60 countries with over 76,000 employees over 185 years. Our success is built upon the foundation of trust that clients place in our ability to provide assistance in the most difficult of circumstances. **Our mission is to be your trusted partner in identity protection.**

For more information, visit ca.generaliglobalassistance.com.