



## The Security Pack: More peace of mind for you and your family!

Your Security Pack services help you rest easy with pros watching out for your identity and experts ready to help with any legal issues.



### Identity Theft Protection

Reduce the risk of identity theft with fraud monitoring and identity management services. Get personalized, unlimited 24/7 resolution assistance, when needed.

- Unlimited 24/7 resolution assistance whenever your identity has been compromised
- Step-by-step guidance through resolution process if you experience identity theft or fraud
- Document replacement assistance for Social Security cards, birth certificates, passports, and driver's licenses when lost, stolen or destroyed
- Checking and savings account alerts
- Credit inquiry activity alerts
- Three bureau credit report, credit score and monitoring
- Includes you and up to four legal dependents over the age of 18



### Legal Savings

Object to high legal costs with free services and deep discounts from the country's largest legal savings network. Case closed!

- 9 FREE services\* to give you peace of mind including one-on-one consultation, attorney-written letters or phone calls, and more
- 8 commonly used services with attorneys charging a one-time, deeply discounted fee including traffic ticket defense, non-support (child or spouse), simple will with minor's trust and more
- 40% discount off standard hourly attorney rates (or \$125 an hour whichever is less expensive)
- FREE Legal Forms - hundreds of state-specific forms including wills, bills of sale, consent forms, powers of attorney, and more



*I didn't know I had hired a 'bad tax' guy until the IRS contacted me 2 years later telling me I owed money! At that point, I wanted a refund of my tax preparation fees. So, I wrote 3 letters requesting my money back and received NO response. At some point in the process, I got a freshbenies membership and decided to use the Legal Service to help resolve this mess. I simply called a 1-800#, explained my issue and they put me in touch with a lawyer. The lawyer wrote a letter AT NO CHARGE TO ME and I immediately received a response and a full refund from 'bad tax guy'. Thanks freshbenies! — John from TX*

# Q&A About Your Security Pack Services

## Identity Theft Protection

**Q:** How does ID Sanctuary monitor my identity?

**Answer:** ID Sanctuary detects potential fraud by monitoring a full-range of credit and non-credit information including public records, single bureau credit report and score, cyber internet surveillance, social media channels.

**Q:** How does monitoring protect me from identity theft?

**Answer:** Credit report monitoring does not prevent identity theft. However, it can alert you to activity that may indicate identity theft is being attempted or has taken place.

If you learn someone used your data to apply for credit, ID Sanctuary can help you take steps to prevent future misuse of your data.

**Q:** How does ID Sanctuary resolve identity theft when it occurs?

**Answer:** A fraud investigator will lead the resolution process and help you every step of the way. You will receive a personalized review and a customized, appropriate course of action.

Once fraud has been resolved, your fraud specialist will conduct a six-month follow-up to ensure no other issues have occurred and to answer any additional questions.

## Legal Savings

**Q:** Why are legal services needed?

**Answer:** Attorneys are needed in various cases, including:

- If the member is married and/or has children but does not have a will
- When buying a home or to review any lease or rental agreement
- When contemplating divorce
- When dealing with child custody issues
- When confronted with overwhelming debt

**Q:** What is excluded or not eligible under the plan?

**Answer:** Nothing. Since the plan is not an insurance policy, there are no pre-existing conditions, exclusions, waiting periods or usage limitations. All areas of law are eligible for the discounts; including but not limited to, simple traffic offenses to more complicated custody, criminal and civil suits.

**Q:** Can I change attorneys, for whatever reason?

**Answer:** Simply call the toll-free number shown on your member portal, app or freshbenies card for a new referral to a participating attorney anytime.

**Q:** Are family members eligible to receive these services?

**Answer:** This benefit may be used by you, your spouse or domestic partner, dependent children under the age of 25 and any dependent individuals residing in your household such as a parent or grandparent.

**To use your services:** Login at [freshbenies.com](https://freshbenies.com) or download the app

