

EMPLOYEE ASSISTANCE PROGRAM

Your resource for help with daily challenges and difficult situations.

IDENTITY THEFT RESOLUTION

Whether it is the unauthorized or attempted use of your credit cards or bank accounts, or the misuse of your personal information, identity theft can lead to serious financial and legal problems.

The Identity Theft Resolution service provides education on how to prevent identity theft, and guidance to help to restore your credit if you have an issue.

You and your eligible family members receive one free 60-minute telephone consultation with a Fraud Resolution Specialist™ (FRS) per issue, per year. The FRS will answer your questions and give you the direction and tools you need to start resolving the fraud issues.

EAP is Here to Help.

The FRS will provide you with an ID Theft Emergency Response Kit and assist with:

- Completing and submitting a Uniform ID Theft Affidavit to the proper authorities, Credit Reporting Agencies and creditors.
- Providing fraudulent account forms or letters to itemize each fraudulent occurrence.
- Obtaining a free copy of your credit report.
- Reporting fraudulent activity and notifying local and Federal authorities and creditor fraud departments.
- Placing a fraud alert and/or credit freeze (if allowed by State law) on your credit file.

