




## Make the internet a safer place for you and your family.

All-in-one security solution that helps protect the things you care about most.

 Fraud Protection

 Digital Security

 Identity Theft Protection

## What is Identity & Fraud Protection?

MetLife Identity & Fraud Protection powered by Aura helps safeguard the things that matter to you most: your identity, money and assets, family, reputation, and privacy.

### Q. Why is having Identity & Fraud Protection so important?

A. Everything you do is online, which makes your personal info more vulnerable. Get peace of mind knowing that you've taken a big step in protecting yourself from online threats, identity theft, and fraud.

### Q. What are some of the advantages of this protection?

A. Aura offers robust protection by monitoring your personal info, credit, finances, and devices and alerting you of suspicious activity. It even takes proactive measures to help stop fraud before it happens. If you are a victim of fraud, an experienced Resolution Specialist will help you navigate credit bureaus, help initiate credit freezes or lock, and work with you to resolve your fraud incident.

### Q. How are my finances protected?

A. Aura monitors your credit, financial accounts, home & auto titles and more. You'll get alerted to credit inquiries, like if someone tries to open a new credit card or bank account in your name.

### Q. What kind of online & device security tools are available?

A. Every plan comes with intelligent safety tools including, VPN/Wi-Fi security, antivirus, password manager, and more to protect your online privacy and data.

### Q. How is my identity protected?

A. Through extensive monitoring of your Social Security Number, driver's license, passport, ID, and more. Plus, Aura requests the removal of your data from broker lists to help reduce spam like robocalls and robotexts.

**All-in-one digital security in an app that's SIMPLE to use so it's EASY to stay safe online.**

- Keep your registered accounts and identity safe
- Protect your finances and credit
- Protect your Wi-Fi network and devices

## Identity & Fraud Protection

You do everything online. We help you do it safely.

### Q. What happens if one of my passwords is compromise?

- A. Aura will let you know if your credentials have been found on the Dark Web. The password manager lets you change passwords with one click for select sites.

### Q. What is credit monitoring?

- A. Credit monitoring helps detect possible financial and identity fraud by monitoring changes to your credit report. This helps you stay on top of your credit and protect your credit score by receiving alerts if suspicious activity is detected.

### Q. Who can I protect with a Family plan?

- A: Account owners can add up to 10 adults to their plan, regardless of age or address. Adult members will have their own account and enjoy the same benefits and their info is kept private from other adults on the plan.

Account owners may also add unlimited minors (under 18) to their plan, if they have parental guardianship rights over the minor. The minor's alerts will be available for only the account owner to review.

### Q. What else do I get?

- A. Every digital security plan comes with \$5 million identity theft insurance<sup>1</sup> and 24/7 U.S.-based customer support.

### Q. What is a VPN?

- A. VPN (virtual private network) protects your privacy online. It hides your IP address so you can browse the internet with confidence. Turn on the VPN when you're connected to public Wi-Fi networks, like hotel or coffee shop Wi-Fi, in order to keep your online activities private and secure.

## Have other questions?

Please call Aura directly at **[1 844 931-2872]** to answer account, technical, or billing questions.

1. As a component of becoming an Aura Plan member, Consumers receive identity theft insurance through a group policy issued to Aura which is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, which is not an affiliate or subsidiary of MetLife. Checking & Savings Cash Recovery and 401(K) & HSA Cash Recovery are part of and not in addition to the Expense Reimbursement limit of liability. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

No one can prevent all identity theft or monitor all transactions effectively.

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