

# ID TheftSmart

Protection, Detection, and  
Restoration.

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## How does ID TheftSmart benefit the customer?

ID TheftSmart benefits the customer by preventing identity theft through monitoring their personal information through millions of public records and immediately sending alerts if there is any change in their status.



# How to present ID TheftSmart to a customer



You can present ID TheftSmart to a customer by letting them know the following information:

ID TheftSmart is a company with licensed investigators who work with you to prevent your personal information such as your name, address, and social security from being compromised. These investigators search all data on the internet assuring none of your information has been leaked. In the occurrence that your information has been leaked, investigators are on stand by to help you take action.

# The cost of ID TheftSmart to the customer.

ID Theftsmart offers you three different options along with different services for each to protect your identity.

Option 1 Services provided and cost- credit monitoring consultation/restoration.  
Services from license private investigators **\$5/month**

Option 2- Credit monitoring, idINTEGRITY scan consultation/restoration.  
Additional services include web watcher, address aware, public persona.  
**\$9/Month**

Option 3- Up to 4 minor children. Monitors minors' social security number for names, addresses exc. **\$4/month (Adult must purchase package 1 or 2 to qualify for the minor package 3)**





# How to enroll a customer into ID TheftSmart

- Go to [www.ubb.com](http://www.ubb.com)
- Begin by selecting “memberships” from the task bar, in the far left hand corner.
- To enter a new member select “Add new member ” and provide the demographic information requested
- Lastly, select the type of member (bank customer, bank employee, exc.) and the product they wish to be enrolled in
- Once completed click “Enroll ”
- Once enrolled you will get a confirmation in the top left hand part of your screen confirming that the member has enrolled
- Retrieve member number via the enrollment portal search tool and transcribe on customer takeaway materials
- Member is now active and authentication of their identity should be completed while customer is at the branch, notation should be made on enrollment form so follow up can be completed



# How to close a customer account

- Sign into enrollment portal through ubb.com
- Find member you wish to cancel through enrollment portal search engine
- Click “edit” next to the member’s name you wish to cancel
- Click “un-enroll” and look for confirmation message in top left of your screen confirming member cancellation



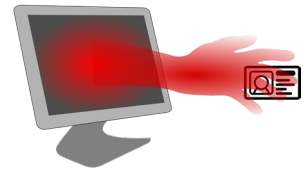
## Product features that ID TheftSmart offers

**Consultation/Restoration** - This feature provides your customer access to a licensed private investigator for any types of issues.

**Credit Monitoring** - This feature monitors your customers credit for changes in fourteen different categories including new accounts, late payments, public records, etc.

**Minor Monitoring** - This feature offers monitoring for the presence of names and addresses associated with a minor's social security number.

**idINTEGRITY scan** - This feature scans your customer's information looking for issues that may be on a non-credit side. (address aware, web watcher, and public persona)





## What does this product offer that helps the customer?

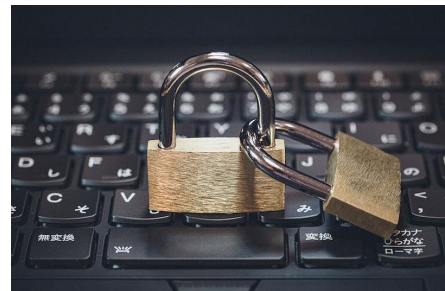
This product offers 24/7 monitoring of the customers personal information on the internet such as their name, address, social security number, exc. If an issue arises with the customers personal information they are notified with a report right away. ID TheftSmart offers assistance with obtaining a police report as well as working on behalf of cardholders until all identity theft issues have been verifiably resolved .







# Filing a claim with ID TheftSmart



**How does a customer file a claim?** ID TheftSmart members may use the information published in the Investigation and Restoration Customer Guide to assist in filing a **claim** for suspected theft, customers have access to a personal advocate.

**How does ID TheftSmart Handle the claim?**

- investigating known, unknown, and potentially complicated trails of fraudulent activity.
- organizing details of issues and explaining victim's rights.
- making phone calls on victim's behalf.
- issuing fraud alert's, and victim's statements.
- preparing appropriate, effective documentation from dispute letters to defense.
- contacting and following up with affected agencies.



## More information on offered product services



**24/7 status report** - on-line fraud detection dashboard gives you 24/7 status reports on your social security number, debit and credit cards, postal and e-mail addresses and phone numbers

**Immediate detection** - scans billions of records including internet directories, hacker chat rooms, and public and private databases, looking for suspicious activity. Email alerts are sent to you immediately.

**IdINTEGRITY scan-** uses identity scoring, the most advanced form of identity management and fraud detection

**State of the art security identity evaluation** - protects your personal information using state -of-the-art data security and encryption. The service is certified by the leading authorities in the data security industry.



## More information on offered product services

**Web watcher** - dark web scanning for personal information

**Address aware** - USPS monitoring. Searches for your address on the internet

**Public Persona** - Credit header data monitoring

