



## EVERYTHING YOU NEED TO KNOW ABOUT IDENTITY THEFT PROTECTION AND RECOVERY

There are numerous ways you can try to safeguard yourself and your family against identity theft, including password-protecting all your devices; putting your personal documents, such as Social Security cards and credit card statements, in a safe place; and regularly monitoring your credit report. However, in today's cyber-focused world, so much of our life exists online, making it nearly impossible to completely block this threat. If you or someone in your household does experience identity theft, the consequences, from emotional distress to lasting financial and credit problems, can be devastating.

## IDENTITY THEFT CAN BE A DRAIN ON TIME, MONEY, AND YOU.

**\$10.2 BILLION**

The total financial loss due to identity theft in 2024.

**300 MILLION**

The annual number of hours identity theft victims spend resolving related issues.

**EVERY 22 SECONDS**

The frequency of identity theft cases in the United States.

**30-39**

The age range of consumers most targeted for identity theft in 2024.

## Did You Know?

If you are the victim of identity theft, USA.gov recommends you report the scam to your state consumer protection office. In addition, it can be a good idea to contact your local police department if the crime resulted in a loss of money or other possessions. You can also help keep others from experiencing the same crime by reporting it to the federal government. The Federal Trade Commission is the main agency that collects scam reports. Report a scam online at [reportfraud.ftc.gov](https://reportfraud.ftc.gov) or by calling 877-382-4357.

## OUR IDENTITY THEFT RECOVERY PROGRAM COMBINES BROAD INSURANCE COVERAGE WITH HIGH-END SERVICE.

In the aftermath of an identity theft, paying to correct your credit and identity records is just one part of the recovery process. You may also need to navigate the many steps required to repair your reputation. The Andover Companies Identity Theft Recovery Endorsement is designed to help you do both.

### OUR IDENTITY THEFT RECOVERY ENDORSEMENT



#### COVERAGE HIGHLIGHTS\*

Our identity theft recovery program includes expense reimbursement coverage that usually pays for the following expenses that victims typically incur:

- Fees for civil and criminal legal defense.
- Lost wages for any missed time at work and additional child or elder care expenses resulting from time spent away from home. *\$5,000 aggregate sublimit*
- Costs of obtaining credit reports.
- Fees for reapplying for loans initially declined due to falsified credit information.
- Fees for postage, shipping, and extra phone usage.
- Costs for mental health counseling. *\$1,000 sublimit*
- Other expenses that arise as a direct result of identity theft. *\$1,000 sublimit*

\*Coverage has a \$15,000 annual aggregate limit per insured, which is subject to a \$250 deductible.



#### SERVICE HIGHLIGHTS

If you or someone in your household is the victim of identity theft, our specialized case managers provide the following assistance up to 12 months after the identity theft incident occurs:

- Work with credit bureaus, creditors, financial institutions, and other service providers to identify errors and correct your records.
- Prepare correspondence to send to government entities, such as the Social Security Administration and your state's Department of Motor Vehicles, on your behalf.
- Review credit files and request a fraud alert with credit bureaus, when warranted.
- Investigate any recurring patterns of identity theft.

Your personal data is more vulnerable to criminal misuse than ever before, and if this data is stolen, it can take a very long time and a lot of money to undo all the damage caused by identity theft. The Andover Companies' comprehensive identity theft recovery program is designed with a wide range of coverages and services to make the road to recovery much easier.

Your local insurance agent has more information to share about this powerful endorsement.

The information provided in this material about our insurance products and services is general in nature and for informational purposes only. It does not create or modify any binding obligations, terms, or conditions with respect to insurance coverage. Please read your policy carefully for complete descriptions, details, and limitations of the coverages provided. Visit [andovercompanies.com](https://andovercompanies.com) to learn more.