

# FREQUENTLY ASKED QUESTIONS



## What are IdentityIQ services?

IdentityIQ services, part of IDIQ®, provide award-winning identity theft protection. Our customer service and identity restoration specialists are 100% U.S.-based employees. We are headquartered in Temecula, California.



## How much does it cost?

It is complimentary by being a member of OPEIU.



## How do I enroll in IdentityIQ services?

Visit [www.OPEUIDProtect.com](http://www.OPEUIDProtect.com) to enroll.



## How do I contact IdentityIQ customer service before or after I enroll?

Please call **1-800-637-5680**.



## Where do I log into my account?

After you enroll, visit [www.OPEUIDProtect.com](http://www.OPEUIDProtect.com) and click "Sign In", which is located under the "Continue" button on the page.



## What identity theft protection benefits are provided in my plan?

For you and your family, your complimentary identity theft protection plan includes the following:

- 100% U.S.-based identity theft restoration assistance
- Lost wallet assistance
- Dark web and internet monitoring with ability to track multiple family members' information
- IQ Center featuring educational content
- Checking account report
- Opt-OutIQ for junk mail/National Do Not Call Registry

Identity theft victims receive an upgrade for their entire household to a premium plan at no additional cost. This plan includes these additional benefits:

- 1-bureau credit monitoring and alerts
- \$1 million ID theft coverage underwritten by AIG
- File sharing network searches
- Social Security number monitoring
- Synthetic ID theft protection



## What should I do if I suspect my identity has been stolen?

Call customer service at **1-800-637-5680**.



## How do I upgrade my plan if I am an identity theft victim?

The IdentityIQ team needs to speak with you to confirm you are an identity theft victim. You may be required to answer a few questions. After speaking with an IdentityIQ team member and you are confirmed a victim of identity theft, you and any affected household members can upgrade to the premium plan. An identity theft specialist will provide instructions to help you upgrade your plan. Customer service members can provide instructions to enroll.



## Is it safe to give IdentityIQ services my personal information?

Yes. We understand that protecting your information is essential. Our employees adhere to our information security policy. Your data is securely stored in a world class U.S.-based data center that is SSAE 16 SOC1 and SOC2 Type II accredited.



## When does my IdentityIQ coverage become effective?

As a member of OPEIU, your coverage is active immediately. Take advantage of your full benefits by logging in and customizing your account.



## How do I access additional features of my plan such as identity monitoring?

To access additional protection features, go to "Identity Monitoring," then select "Other Monitoring Information," and choose "Add/Update Monitoring Information." From there, you can add phone numbers; email addresses; medical identification numbers; bank account numbers; driver's license numbers; and passport numbers that can be monitored on the internet and dark web.



## I'm having trouble logging in. What should I do?

Go to [www.OPEUIDProtect.com](http://www.OPEUIDProtect.com) and then click "Login". You can reset your password or search for your username. You can also call us for help at **1-800-637-5680**. You must enroll before you are able to login.



## Will I still be covered if I leave the union?

If your union membership is canceled, your IdentityIQ benefits also will be canceled.



## Do I need an email address to receive alerts or manage my account?

Yes, an email address is required to receive alerts and manage your account.



## Do you have representatives who speak Spanish?

Yes, we have specialists who speak Spanish.