**ID Resolve FAQs**

1. How is ID Resolve different from other identity theft protection services?
	1. ID Resolve solely focuses on the resolution aspect of identity theft by providing services that help clean up the situation. For example, if you discover that your identity has been compromised, just call us at our 24/7 US-based call center and one of our Identity Resolution Experts will start taking the necessary steps needed, such as notifying creditors to the situation; placing a credit freeze; completing required paperwork on your behalf and more.
2. What membership options are available for ID Resolve?
	1. ID Resolve has two membership options: Individual for member-only protection or Couple for protection for you and your spouse. Each option provides a full year of resolution services.
3. What services does ID Resolve provide if I discover I’m a victim of identity theft?
	1. Once notified of the event, ID Resolve will step in by providing resolution services such as affidavit assistance and submission on your behalf; creditor notification, dispute and follow up; credit freezes; informing the police or legal authorities on your behalf; three-bureau fraud alert; medical identity theft assistance.
4. What if I’m traveling and need assistance with an identity theft situation?
	1. If you’re more than 100 miles away from home, ID Resolve will provide up to $500 emergency cash advance and assist with emergency travel arrangements, including airline, hotel and car rental reservations (all costs associated with this service will be the member’s responsibility and secured by a valid credit card.) Additionally, ID Resolve will provide translation services if you need help communicating with local authorities or completing a report and can help with lost wallet assistance.
5. How do activate ID Resolve’s services?
	1. Once enrolled in the program, you’ll receive a membership kit which describes all of services available; keep this information in a safe place. Then, if you discover that your identity has been stolen or compromised, call us at the toll-free phone number and one of our Identity Resolution Experts will start your case.
6. How can I be sure that ID Resolve is right for me?
	1. ID Resolve comes with a 30-day guarantee meaning you can enroll in the product today and take 30 days to review the material and decide if this is the right membership for you. If you decide not, just let us know within 30 days and we’ll provide a refund as long as you haven’t used the services.