



IDENTITY RECOVERY COVERAGE

Identity Recovery Coverage Homeowners, Mobile Homeowners and Farm Owners Products Summary

Identity Recovery Coverage

Identity Recovery Coverage is included on Farmers Mutual Homeowners policies to provide your insured's with protection from the growing problem of identity theft. Unlike other "Identity Theft Insurance" products, Farmers Mutual Identity Recovery coverage combines insurance with services that help victims restore their credit history and identity records. With identity theft now the fastest growing crime in the United States this coverage is sure to give you a competitive advantage.

Time is Money

Identity theft victims report that the biggest "cost" of identity theft is the time and frustration they incur correcting their credit history and identity records. The average victim spends 60 hours to rectify the damage and many cases take much longer. Our Identity Recovery services are designed ease the burden and perform all steps that a third party can legally perform on a victim's behalf.

A Unique Kind of Coverage

Identity Recovery Coverage is distinct from so called "Identity Theft" insurance offered by other insurers that is typically limited to expense reimbursement coverage with minimal service support. That's because our Identity Recovery Services are specially designed to help the policyholder clear their credit and correct identity records.

Identity Recovery Help Line — A dedicated Identity Recovery Help Line connects policyholders who suspect that they may be identity theft victims to counselors who will answer their initial questions, provide information about identity theft and send them a guide that gives them advice about what to do immediately.

Identity Recovery Case Manager Service — Confirmed identity theft claimants are referred to an experienced Case Manager who guides them through all the steps in the process to correct their credit history or identity records. It is very helpful for identity theft victims to have the assistance of a Case Manager because it is typically very difficult for individuals to work with or even reach the correct persons in credit bureaus, creditors and financial institutions. Case management service can include:

- Working with credit bureaus, creditors, financial institutions, and others to identify errors and help claimants correct their records;
- Enrolling victims in an electronic credit monitoring service;
- Requesting a fraud alert with credit bureaus where warranted;

- Preparing communications for claimants to send the Social Security Administration, state Department of Motor Vehicles and other government entities;
- Providing legal referrals for assistance with court appearances and legal entanglements;
- Working with claimants to check for a recurrence of identity theft problems;
- Keeping detailed records of the steps taken and remaining in the process.

Case managers are very experienced in unraveling identity theft problems and can speed the recovery process since they are familiar with the appropriate process and procedures. Our recovery services typically can save identity theft victims about 70 percent of the time it takes for an individual.

Identity Theft Insurance – Farmers Mutual coverage also includes expense reimbursement insurance up to \$15,000. This reimburses victims for covered expenses arising from a defined identity theft event, including:

- Lost wages as a result of time away from work to correct credit or identity records;
- Cost of obtaining credit bureau reports;
- Fees when reapplying for loans initially declined due to falsified credit information;
- Postage, phone and shipping fees;
- Certain legal fees caused by identity theft;
- Notary and filing fees.

Farmers Mutual's latest innovation is designed to provide your customers with a practical solution to a very real problem that too many Americans confront each year. At the same time, we are giving you, our trusted agents, a differentiated product that helps you retain and grow your business.

Contact your Insurance Representative for more information.

This is a summary of coverage. Review the actual policy for details on all coverages, terms, conditions and exclusions.