user guide

How to get the most out of your employee identity protection benefit
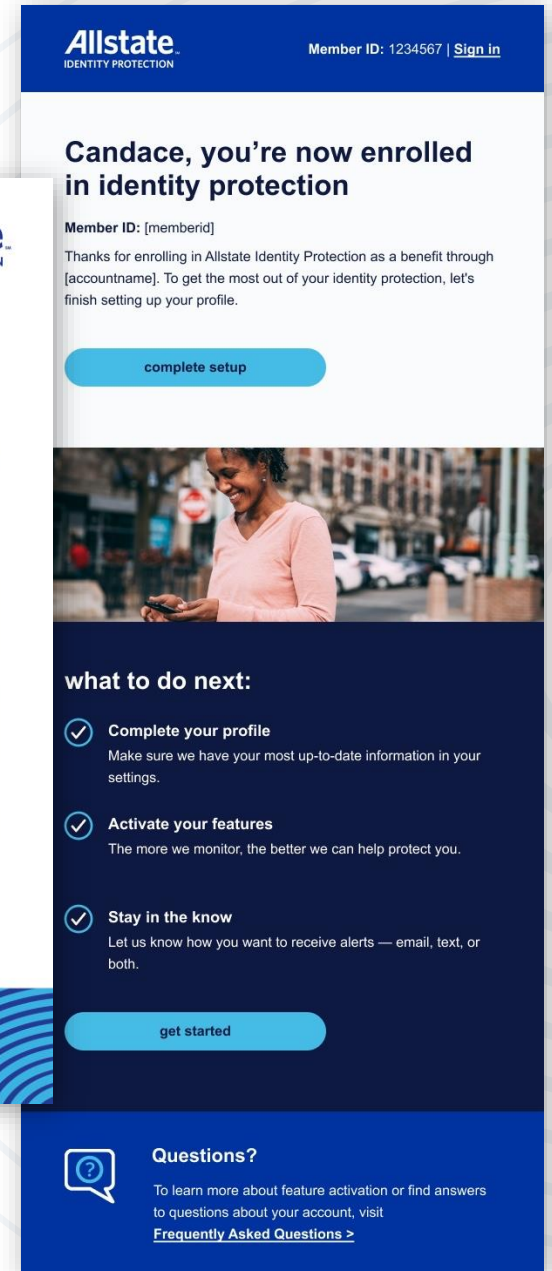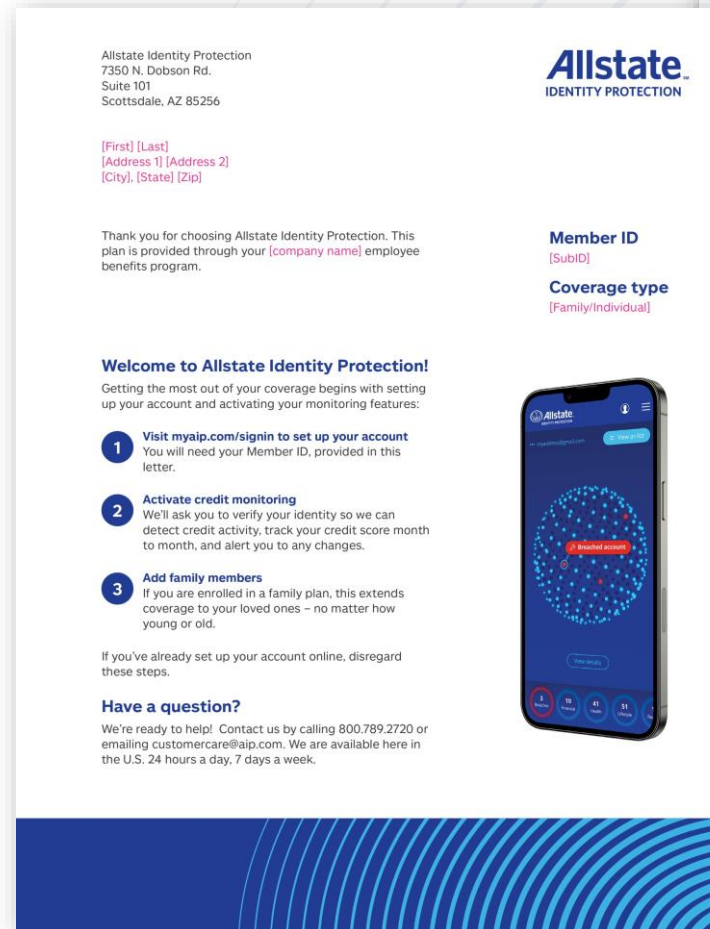
Allstate℠

IDENTITY PROTECTION

welcome email

You'll receive a welcome email between 24 and 48 hours after your effective date. You will also receive a welcome letter via regular mail.

The welcome email contains your Member ID and a button to "Log In Now," which links to the account activation page in the portal.
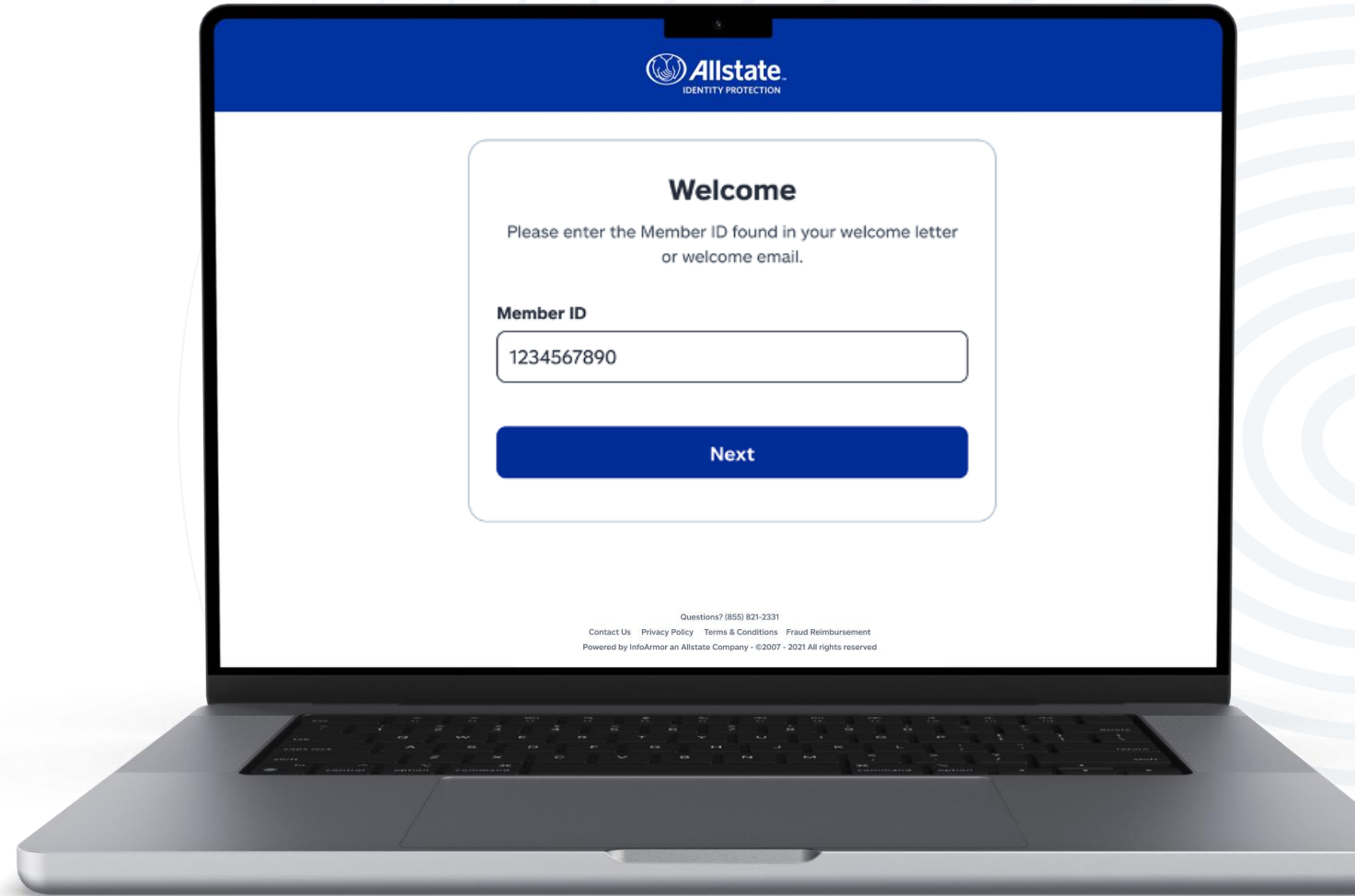

Allstate Identity Protection
7350 N. Dobson Rd.
Suite 101
Scottsdale, AZ 85256

[First] [Last]
[Address 1] [Address 2]
[City], [State] [Zip]

Thank you for choosing Allstate Identity Protection. This plan is provided through your [company name] employee benefits program.

Member ID
[SubID]

Coverage type
[Family/Individual]

Welcome to Allstate Identity Protection!
Getting the most out of your coverage begins with setting up your account and activating your monitoring features:

1. **Visit myaip.com/signin to set up your account**
You will need your Member ID, provided in this letter.

2. **Activate credit monitoring**
We'll ask you to verify your identity so we can detect credit activity, track your credit score month to month, and alert you to any changes.

3. **Add family members**
If you are enrolled in a family plan, this extends coverage to your loved ones – no matter how young or old.

If you've already set up your account online, disregard these steps.

Have a question?
We're ready to help! Contact us by calling 800.789.2720 or emailing customercare@aip.com. We are available here in the U.S. 24 hours a day, 7 days a week.

Allstate
IDENTITY PROTECTION

Member ID: 1234567 | Sign in

Candace, you're now enrolled in identity protection

Member ID: [memberid]

Thanks for enrolling in Allstate Identity Protection as a benefit through [accountname]. To get the most out of your identity protection, let's finish setting up your profile.

complete setup

what to do next:

✓ **Complete your profile**
Make sure we have your most up-to-date information in your settings.

✓ **Activate your features**
The more we monitor, the better we can help protect you.

✓ **Stay in the know**
Let us know how you want to receive alerts — email, text, or both.

get started

Questions?
To learn more about feature activation or find answers to questions about your account, visit
Frequently Asked Questions >

online enrollment

To activate your account, enter your Member ID.

You'll be prompted to confirm your:
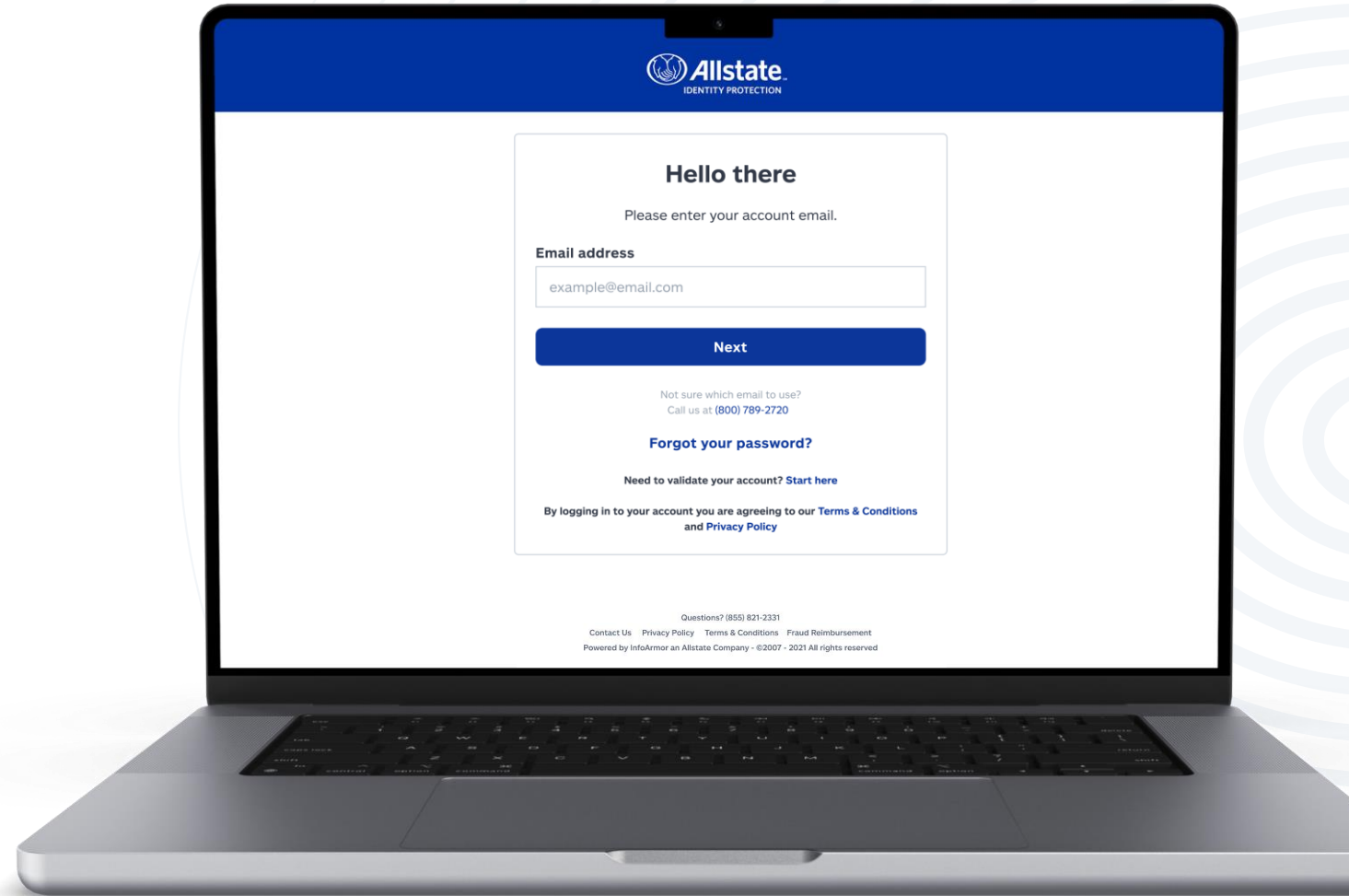- Social Security number
- Date of birth

We require that our members verify their personal information to confirm they are the individual activating the account.

set up your
login credentials

Add your email address and create your password.

You'll want to use a personal email address, instead of a work email address, to ensure you receive your alerts.

validate your
email address

Check your email and click the link in the email verification message.

log in to the portal

Once your email address has been verified, use the password you created to log in to the portal.

You'll be prompted to secure your account by verifying your account with your phone number.
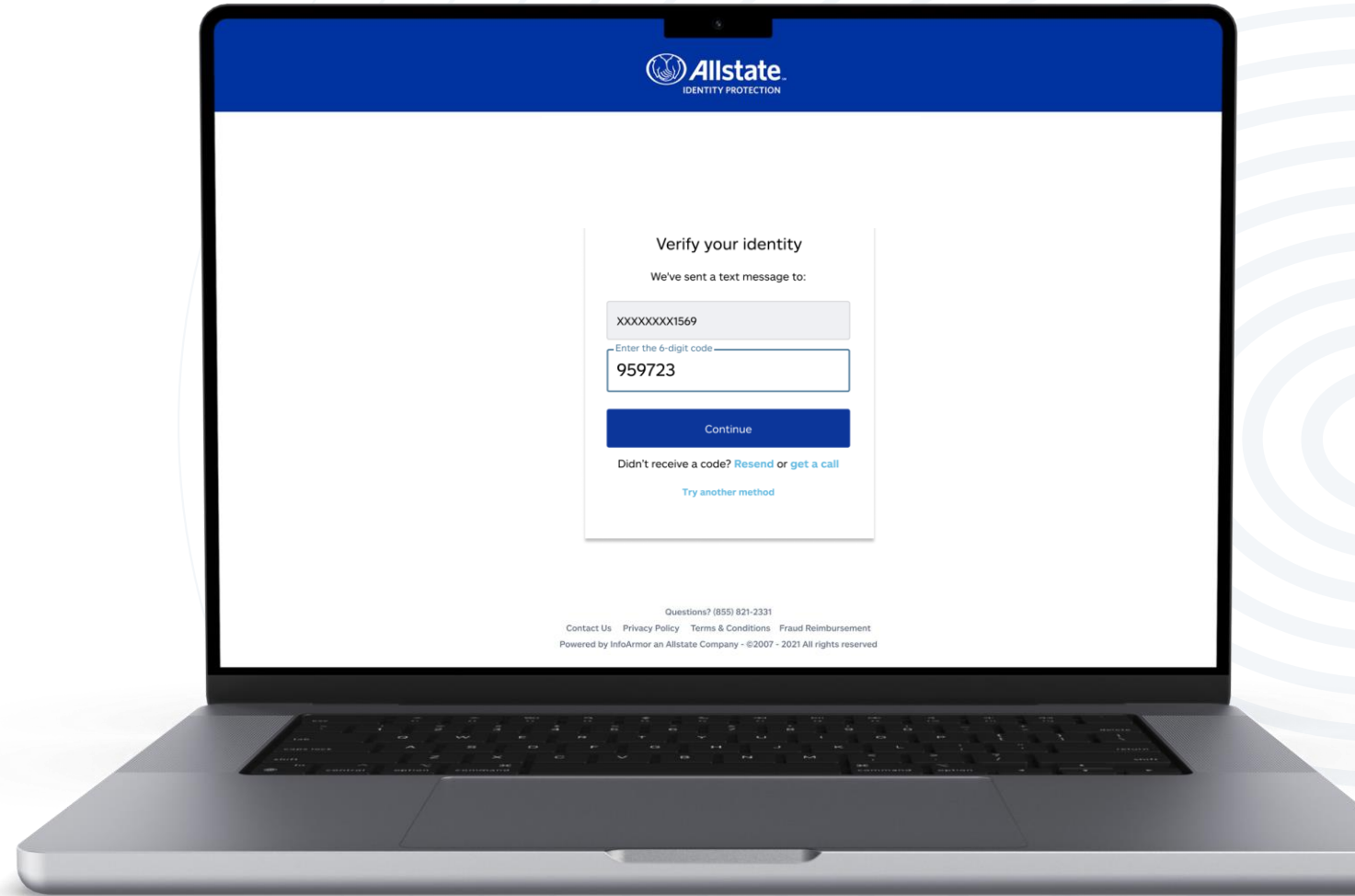
activation

Once you have verified your identity logged in successfully, your account has been activated.

We can immediately activate credit monitoring, financial institution monitoring and high-risk transaction monitoring. The more information you provide, the more thorough our monitoring can be.

If you are unable to confirm your personal information, you will need to call Customer Care to verify your identity.
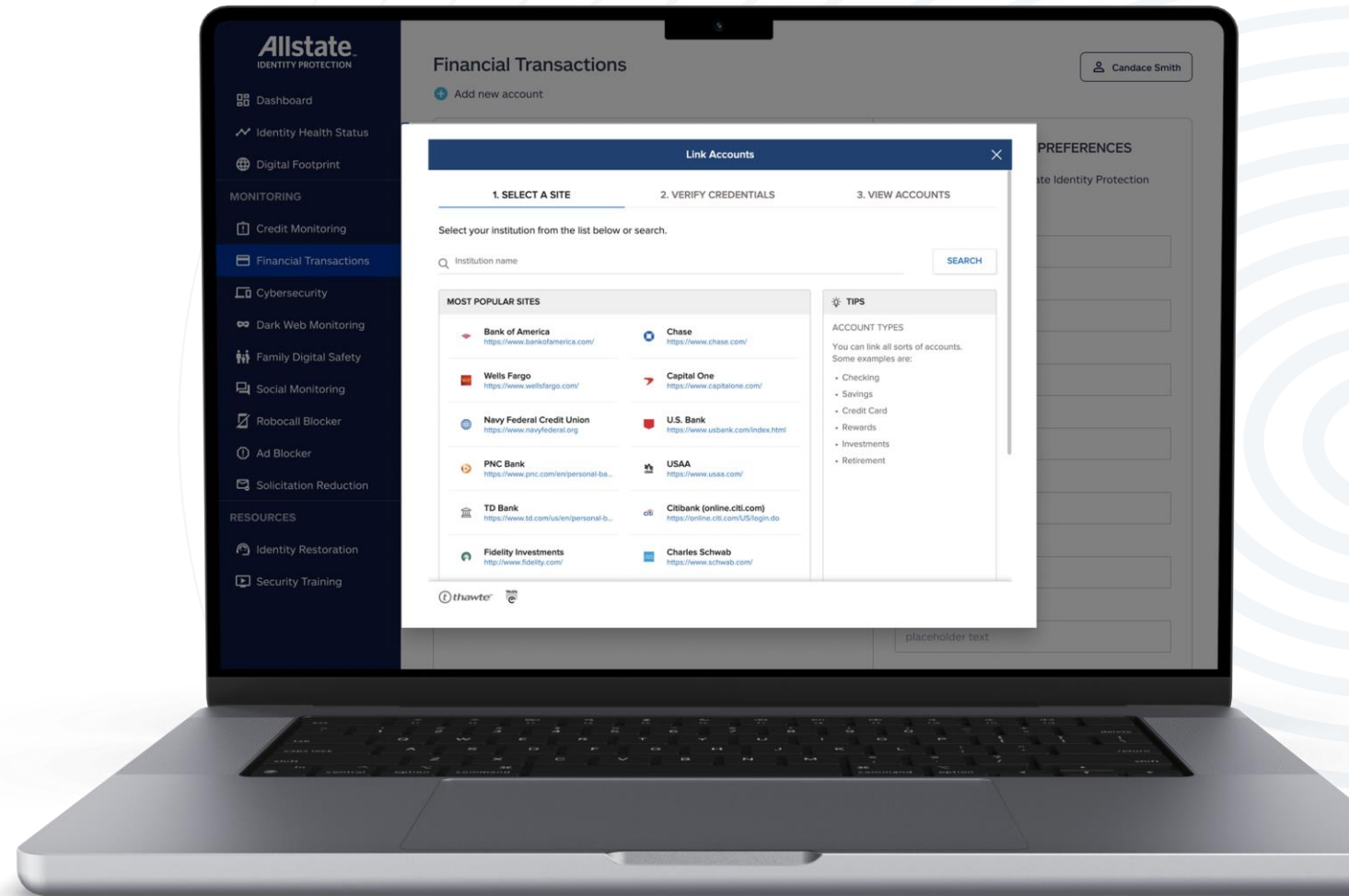
alert preferences

Confirm how you would like to receive identity monitoring alerts.

You can skip this portion of your account activation, if you choose.

Change your alert preferences later by clicking on your name in the top right corner of the portal.
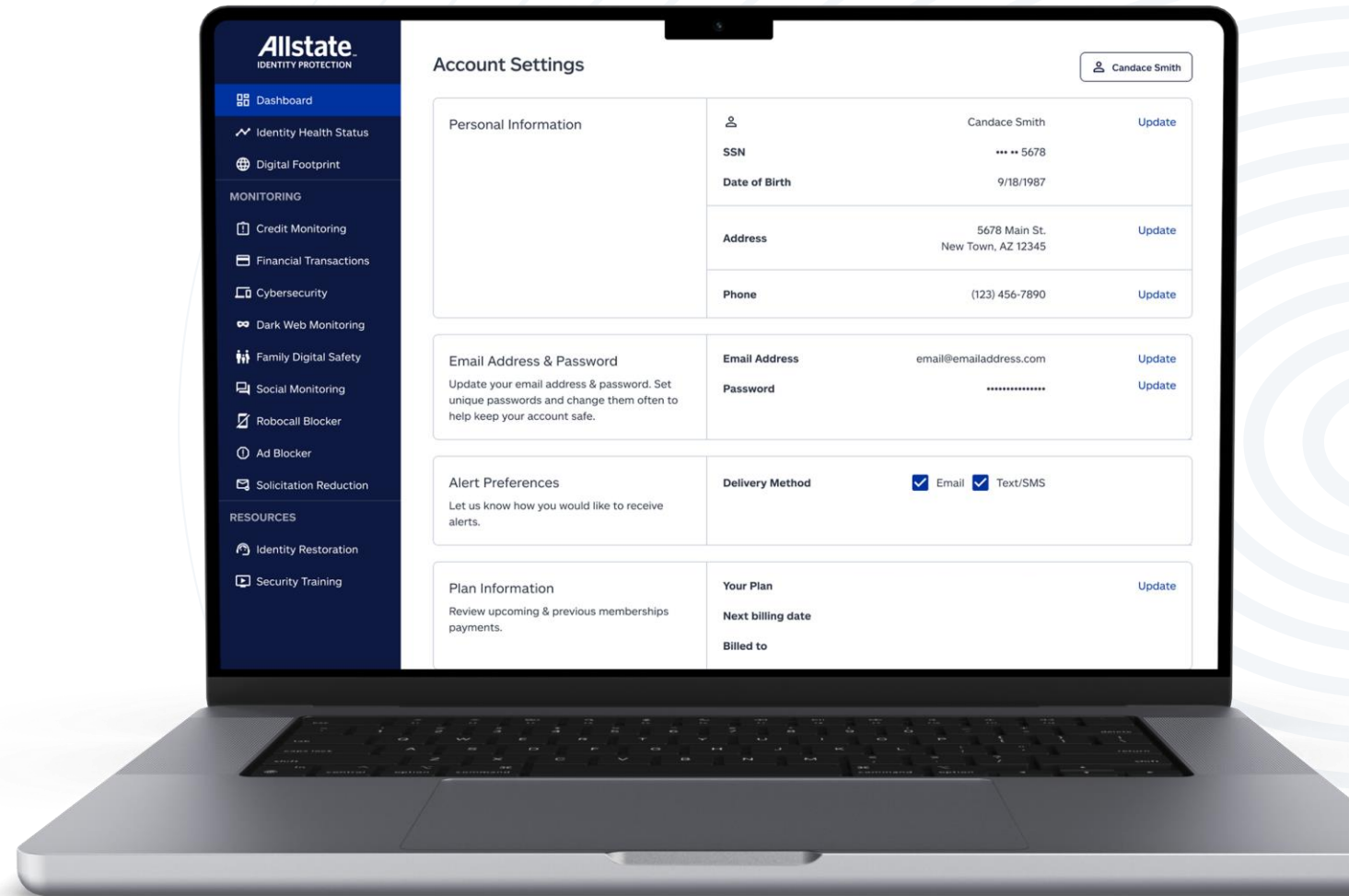
activation process

You can now log in to your portal dashboard to begin activating additional features. Everything visible on your account is included in your plan.
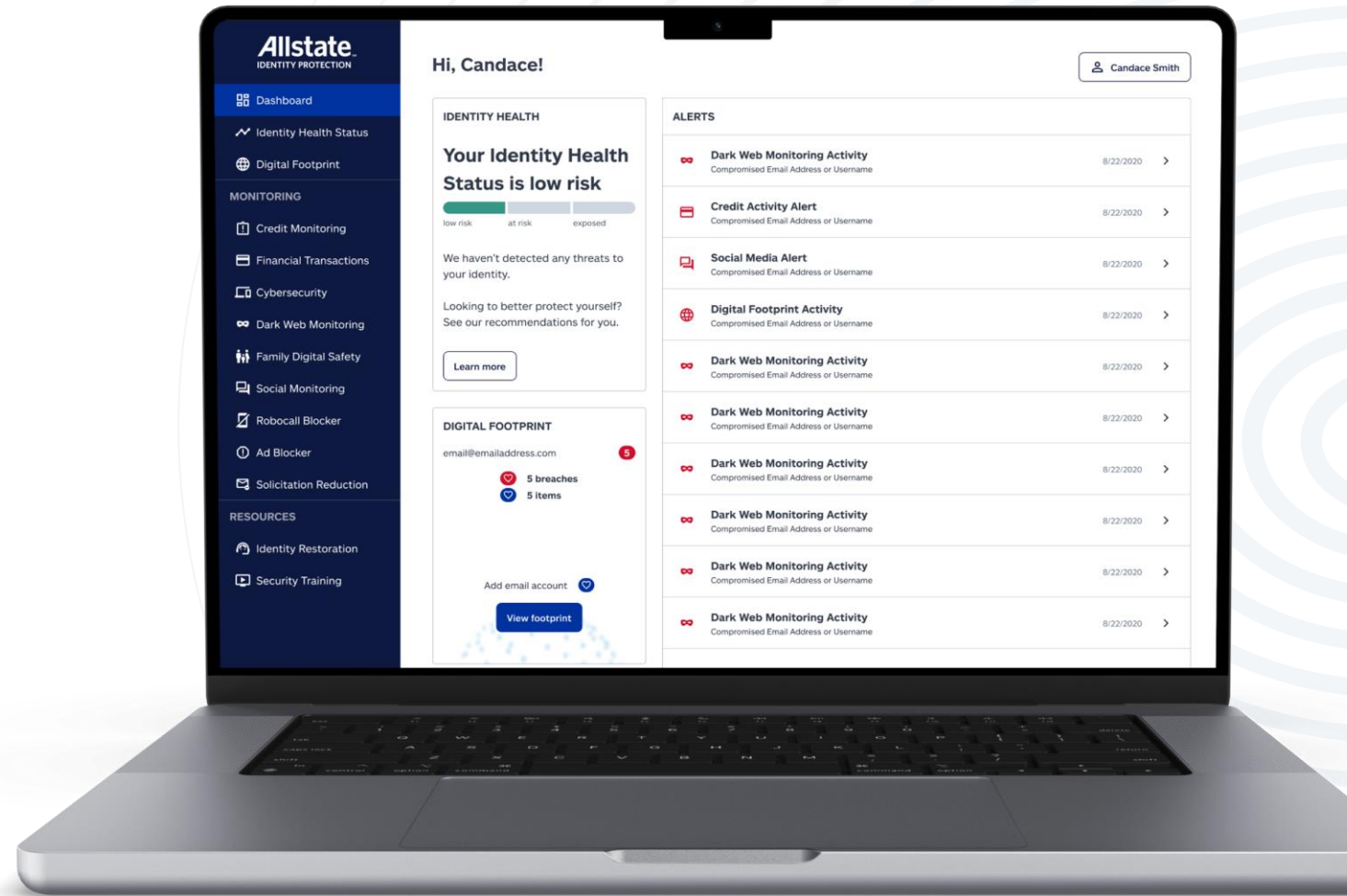
portal images and feature descriptions

Some features are exclusive to specific plans, which will be indicated in the description. If no plan is specified, the feature is available on all plans.*
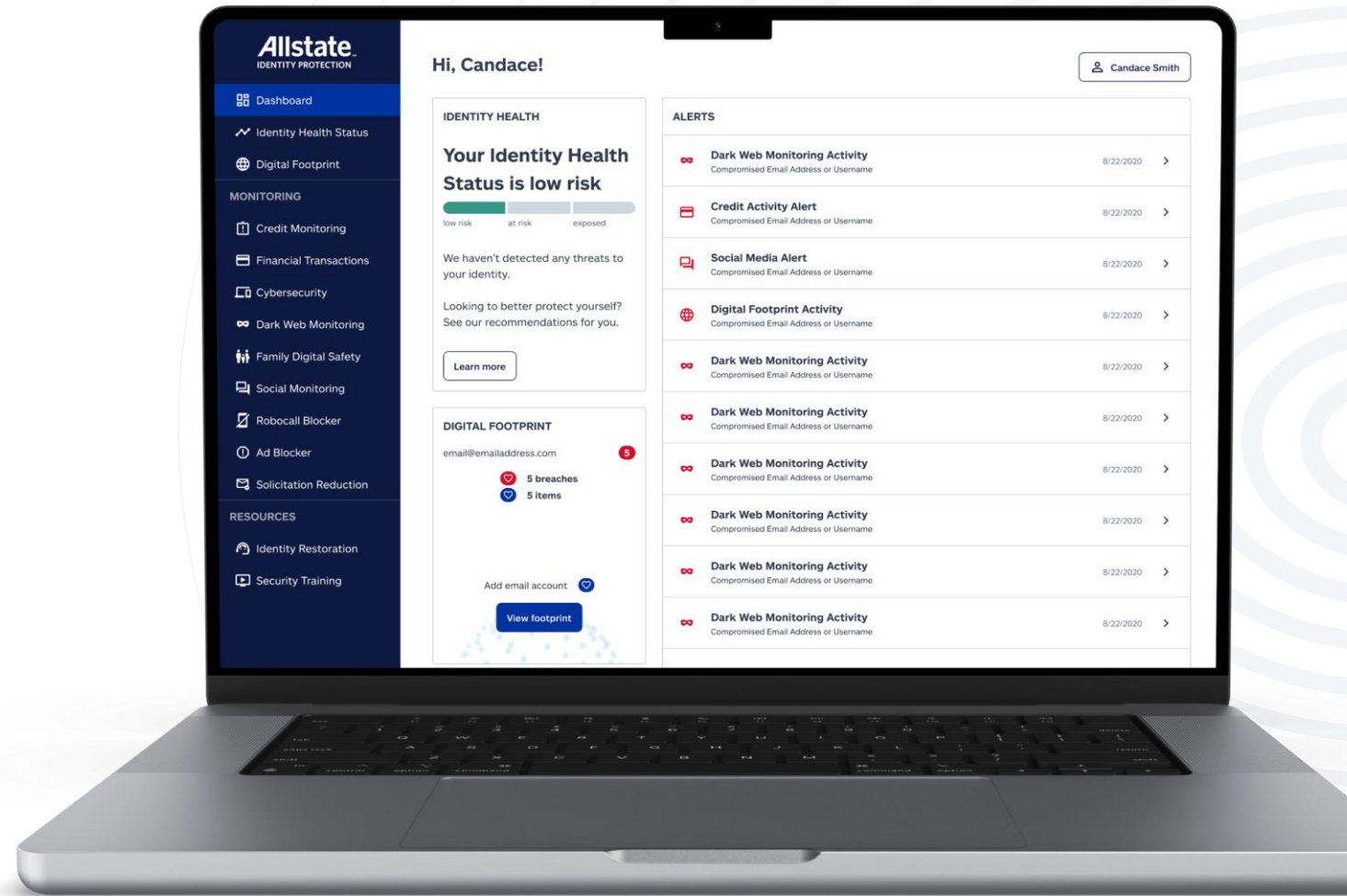
*See full policy for details.

the login process

Why two-factor authentication?

Two-factor authentication provides an added layer of protection to members' accounts.

portal dashboard

Alerts can be sent via email or text message, based on your selections. Log in or use our app to address alerts. Log in or use our app to see and address alerts on the right-hand side of your dashboard.
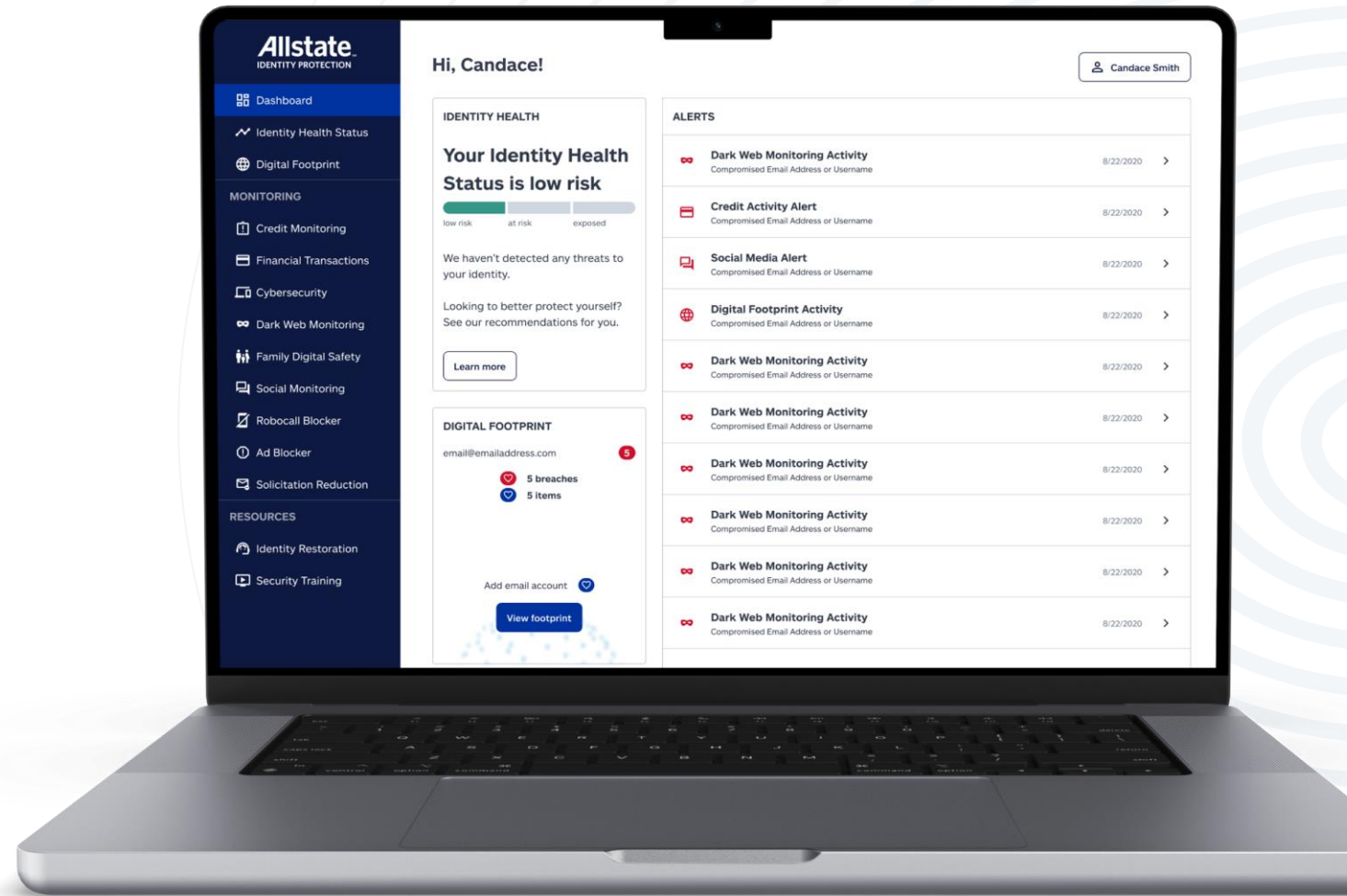
credit monitoring

Allstate Identity Protection Pro credit
monitoring includes:

- TransUnion credit score
- TransUnion credit report
- Notifications when we detect credit activity
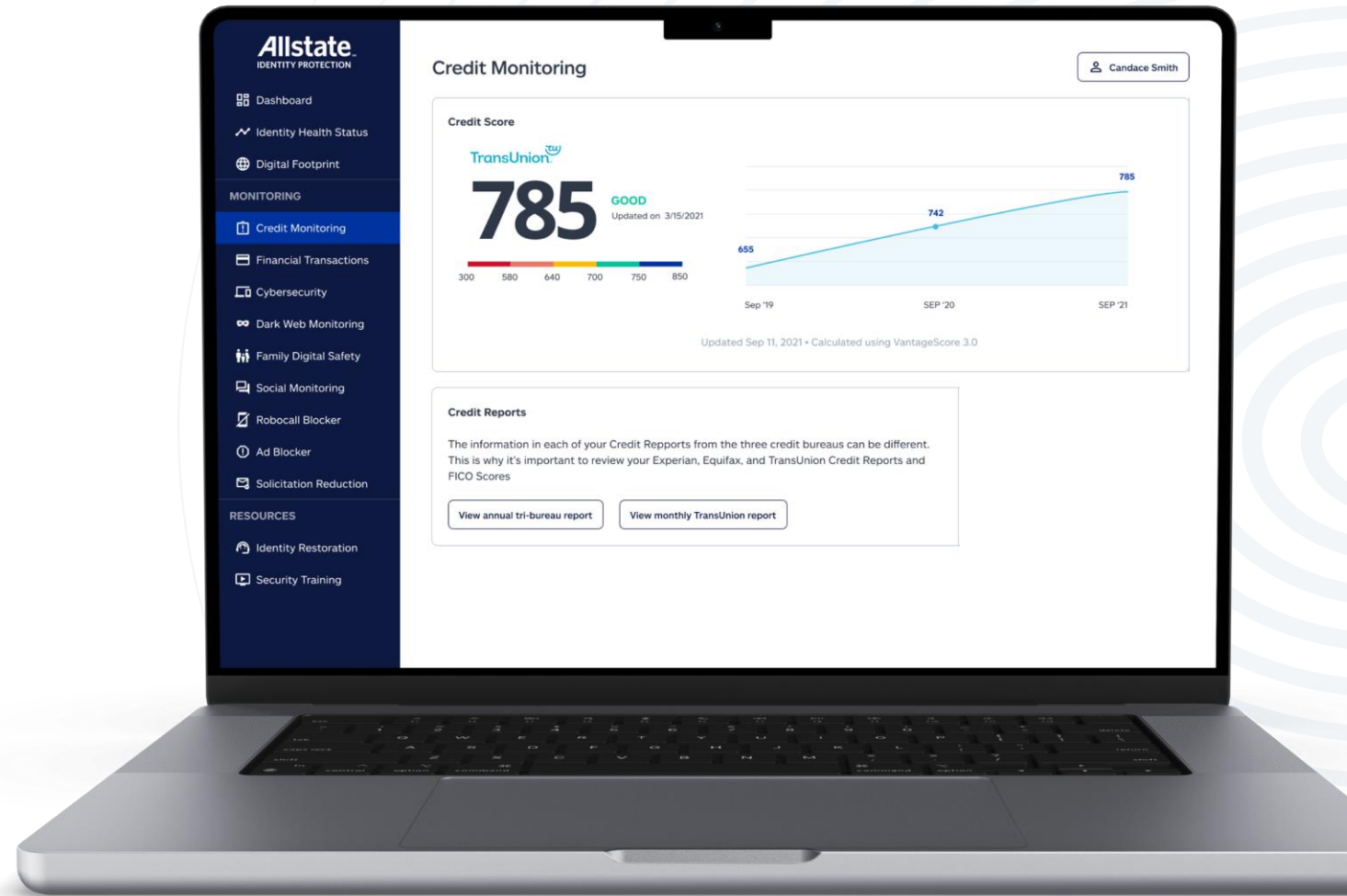
credit monitoring

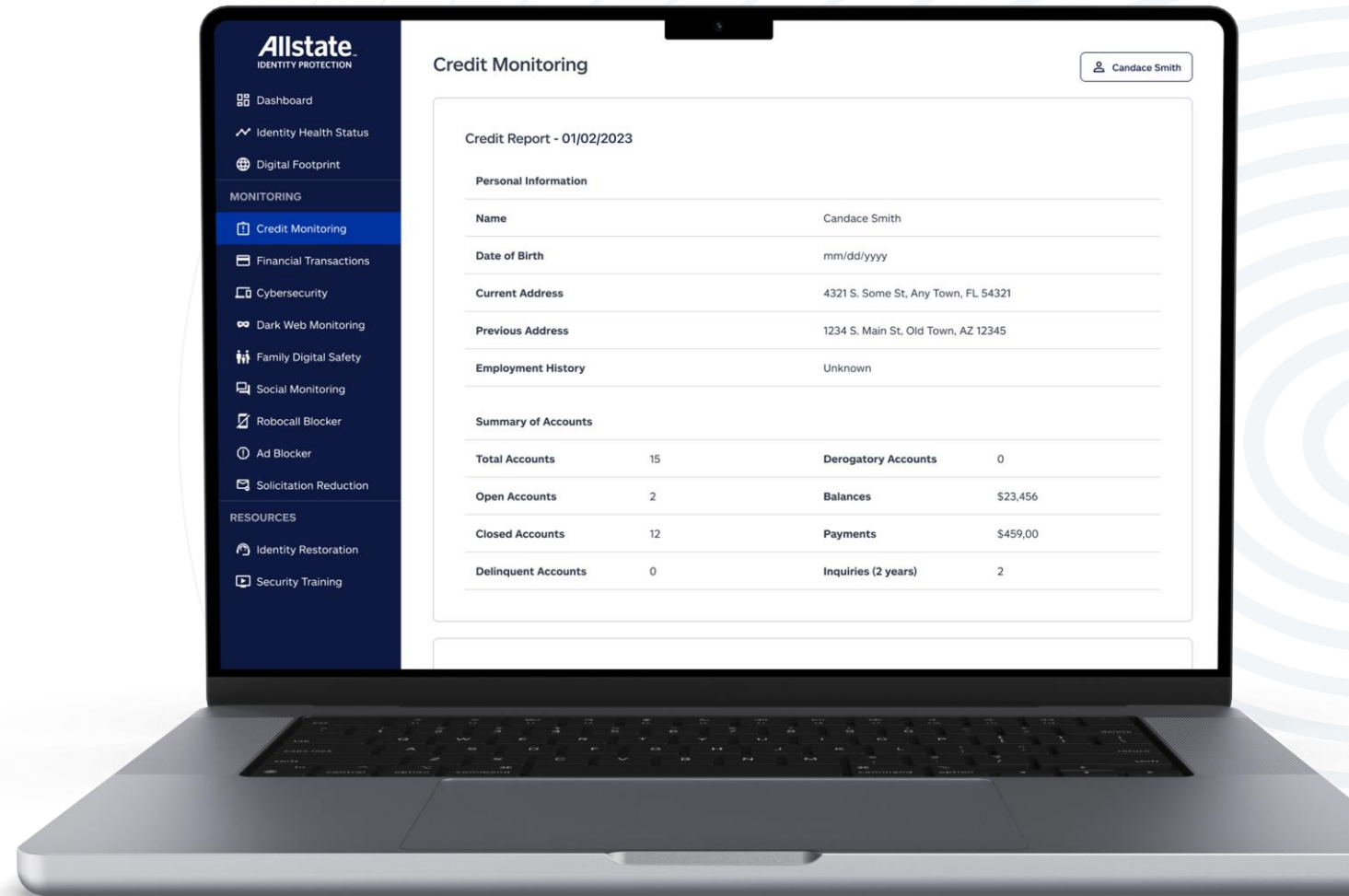Allstate Identity Protection Pro+ credit monitoring includes:

- Tri-bureau credit score
- Tri-bureau credit report
- TransUnion credit lock
- Credit report disputes
- Notifications when we detect credit activity
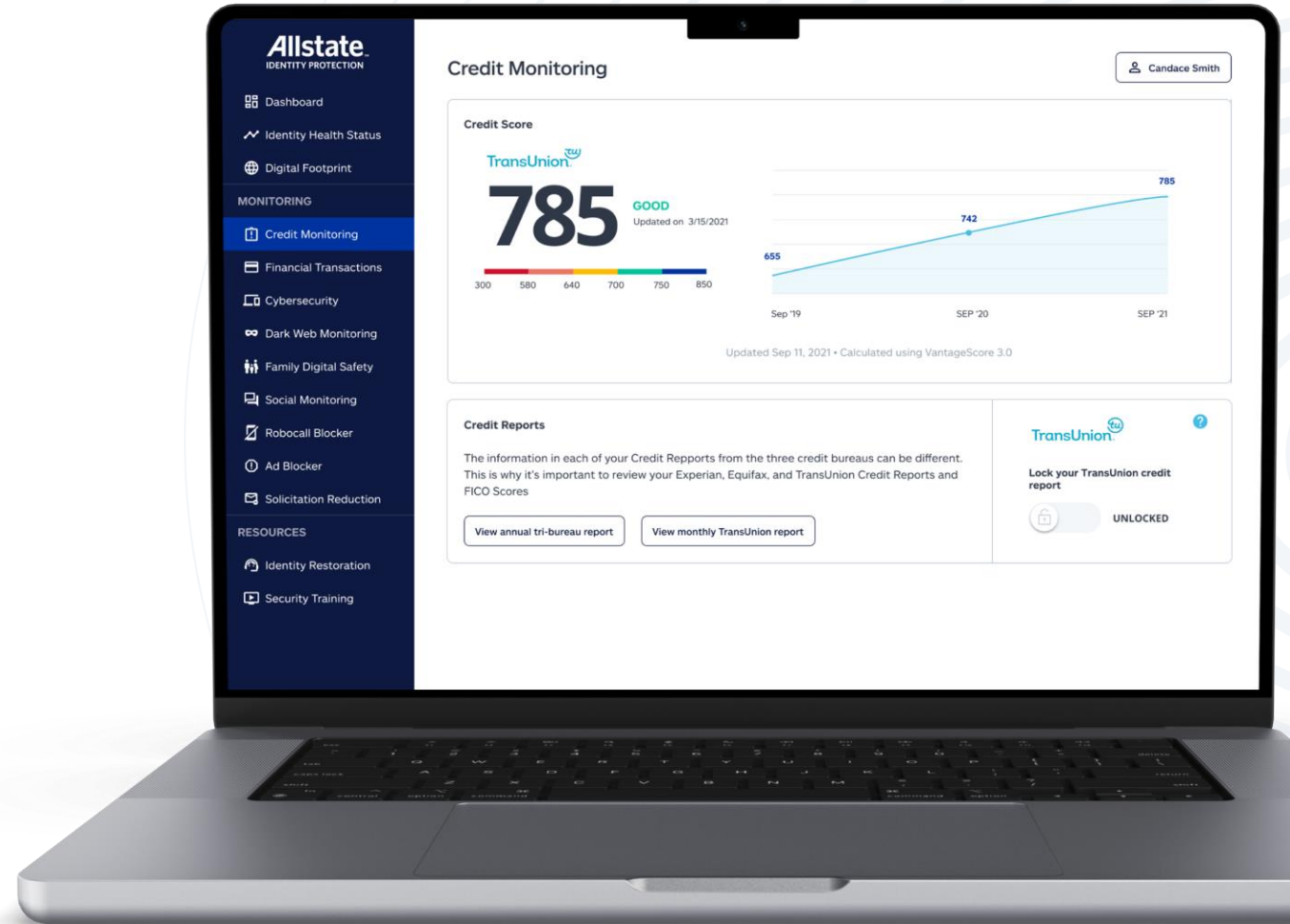
annual credit report and credit disputes

Keep an eye on your accounts by viewing your annual tri-bureau credit report.

You can also submit a dispute regarding any incorrect information on your TransUnion credit report directly through the portal.

Allstate
IDENTITY PROTECTION

- Dashboard
- Identity Health Status
- Digital Footprint

MONITORING
- Credit Monitoring
- Financial Transactions
- Cybersecurity
- Dark Web Monitoring
- Family Digital Safety
- Social Monitoring
- Robocall Blocker
- Ad Blocker
- Solicitation Reduction

RESOURCES
- Identity Restoration
- Security Training

Candace Smith

Credit Monitoring

Credit Report - 01/02/2023

Personal Information

Name	Candace Smith
Date of Birth	mm/dd/yyyy
Current Address	4321 S. Some St, Any Town, FL 54321
Previous Address	1234 S. Main St, Old Town, AZ 12345
Employment History	Unknown

Summary of Accounts

|			
Total Accounts	15	Derogatory Accounts	0
Open Accounts	2	Balances	$23,456
Closed Accounts	12	Payments	$459,00
Delinquent Accounts	0	Inquiries (2 years)	2

dark web monitoring

Enter your information including email addresses; numbers from driver's licenses, credit cards, passports; and other sensitive items. You can use the category "other" to enter any additional information you would like to have monitored. Should we discover any of the items entered here on the dark web, you will receive an alert.
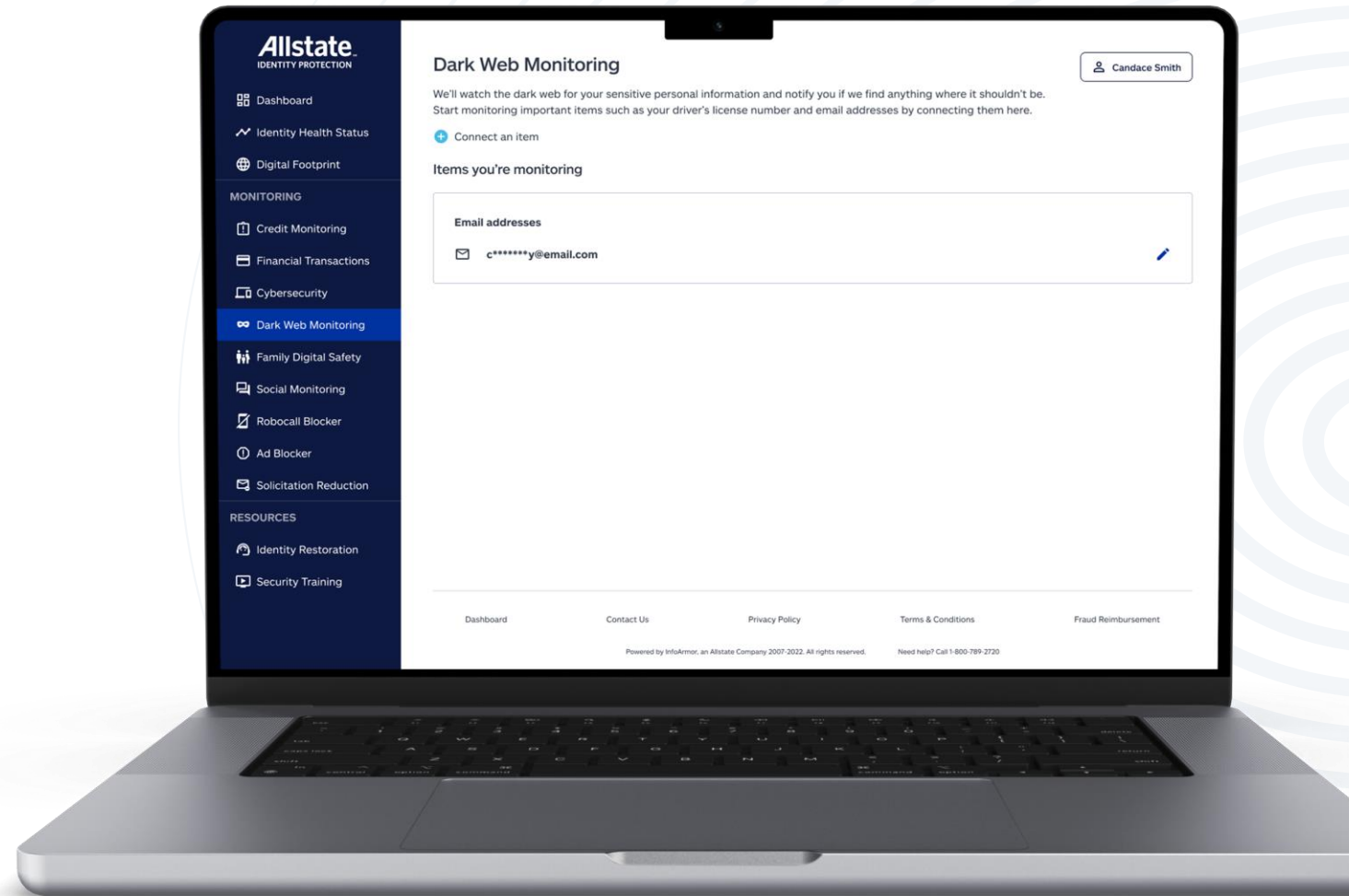
financial transactions

- Add financial account information to activate monitoring for suspicious activity on your connected bank accounts

- Default thresholds automatically appear

- Adjust your thresholds with the dropdowns

- Edit information and thresholds on a variety of accounts such as savings, debit, HSAs, and 401(k)s
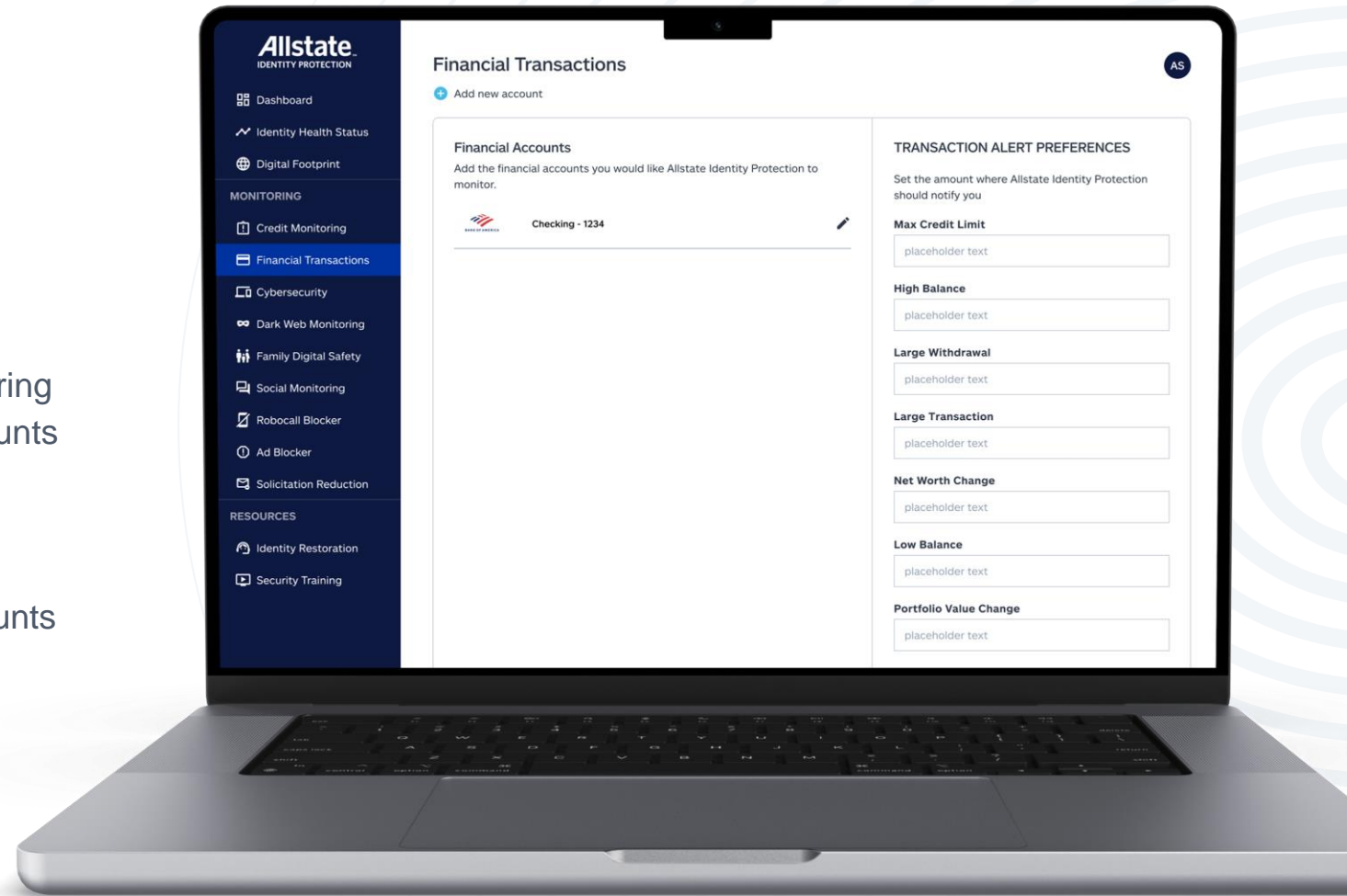
social media account takeover monitoring

- Extend monitoring and alerts to anyone included in your coverage

- We look for suspicious activity that might indicate you've been hacked

- Monitoring includes alerts for malware links, phishing links, spam links, or links from sites that are connected to illegal content

- Monitoring for explicit content is available for accounts you add from Twitter and YouTube
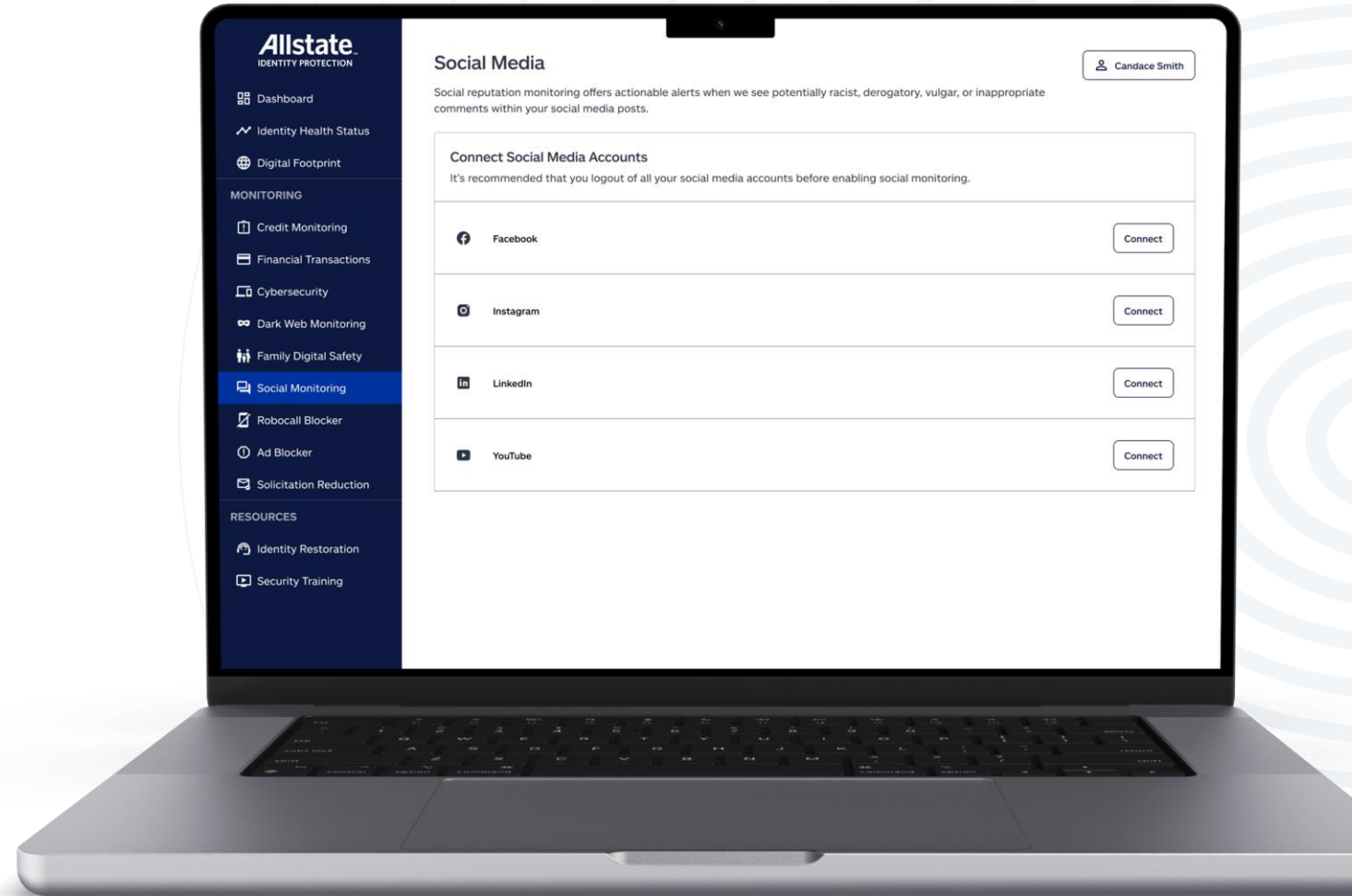
Allstate Digital Footprint®

Available with Allstate Identity Protection Pro+

Your digital footprint is a record of your online activity. It includes the sites you've visited, the places you've shopped at, and the accounts you've created. All of this activity could leave you exposed to breach or fraud.

**Use Allstate Digital Footprint to see and manage your personal data‡:**

- Enter your email address in the "Digital Footprint" tab (The Allstate Digital Footprint supports Google, Yahoo, AOL, and Microsoft email addresses)

- See a list of your digital connections, including the ones you may have forgotten about

- We'll scan your digital footprint weekly and notify you if we uncover any new connections

- Use the privacy management tools to manage your personal data:

  o Get privacy insights to gain awareness on how companies use and share your data

  o Unsubscribe from unwanted accounts

  o Send a request to a company to delete your data

‡ Some features require additional activation. Privacy management features cover up to five email addresses in a family plan. Robocall blocker and ad blocker can only be used by primary subscriber, even in a family plan. Cyber and family digital safety features are managed through the primary subscriber's account in family plans.

Identity Health Status

See a snapshot of your overall identity health and improve it with focused tips and expert advice. Your status is viewable within the Allstate Identity Protection portal and in your monthly status email.
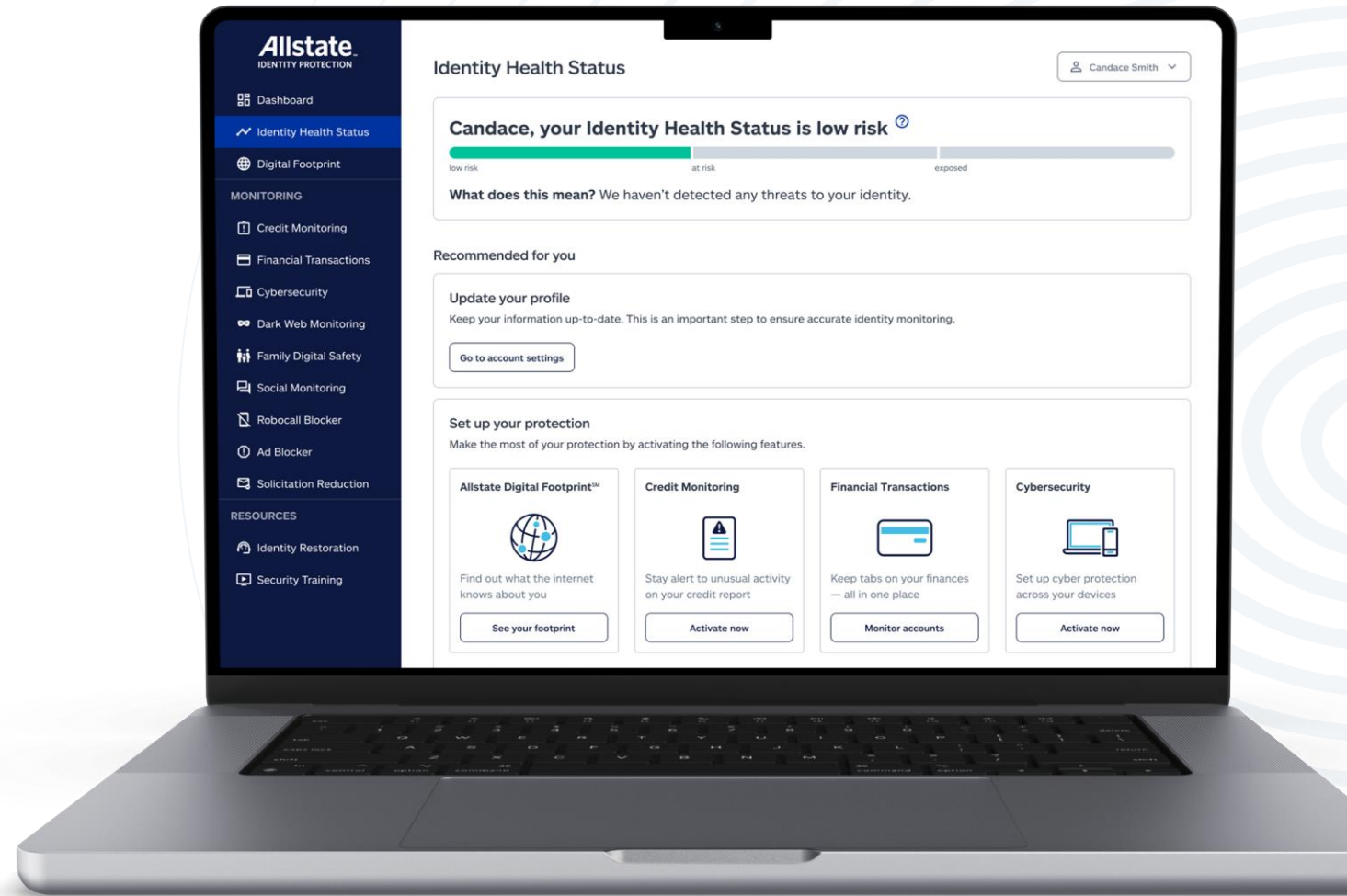
Allstate Security Pro®

Receive personalized alerts about heightened security risks and fraud trends, to help you stay prepared and protected.
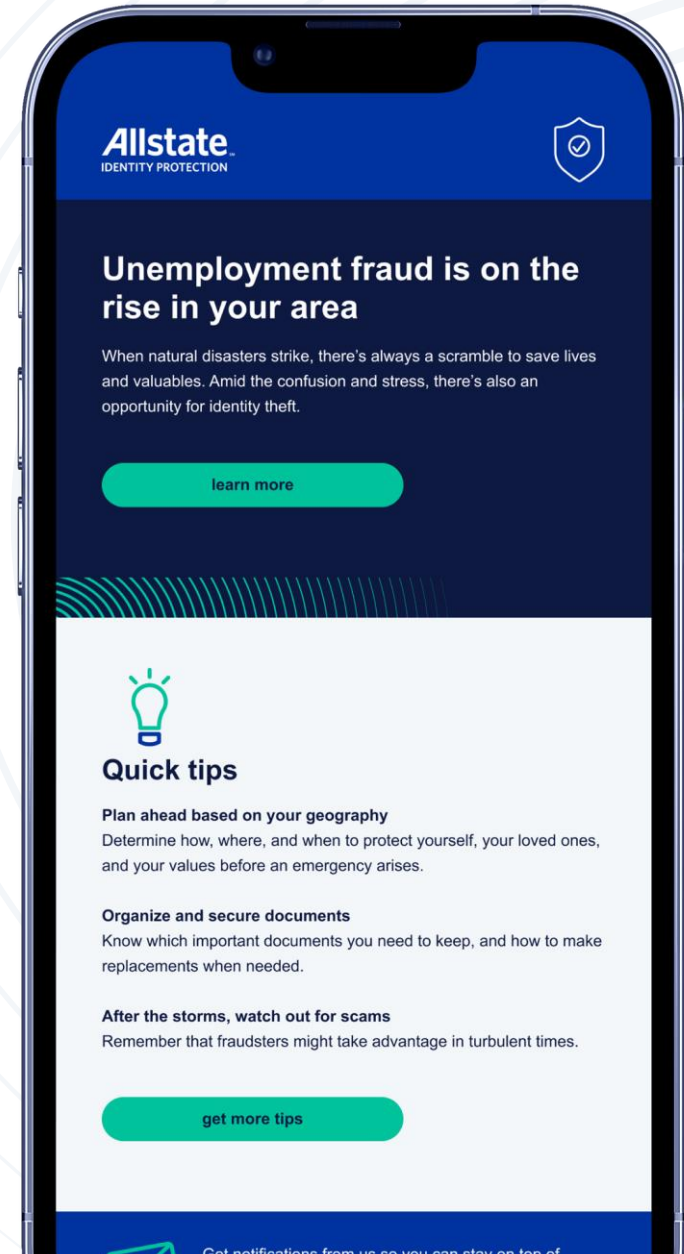
elder fraud protection

Elder Fraud Center and scam support

Access our helpful resource hub built specifically for seniors, their families, and caretakers to easily understand and protect against scams or threats. Our identity specialists can provide customized care for older family members to identify and resolve scams or fraud, as well as create a plan together for proactive protection.

family digital safety tools with Bark for AIP*

Available with an Allstate Identity Protection Pro+

Download the Bark for AIP app, so you can manage and protect your children's online lives. Tools include:

- **Web filtering**

  Filter or block specific websites

- **Screen time management**

  Set healthy screen time limits

- **Location tracking**

  Track device locations so you know where they are without asking

*See full policy for details.
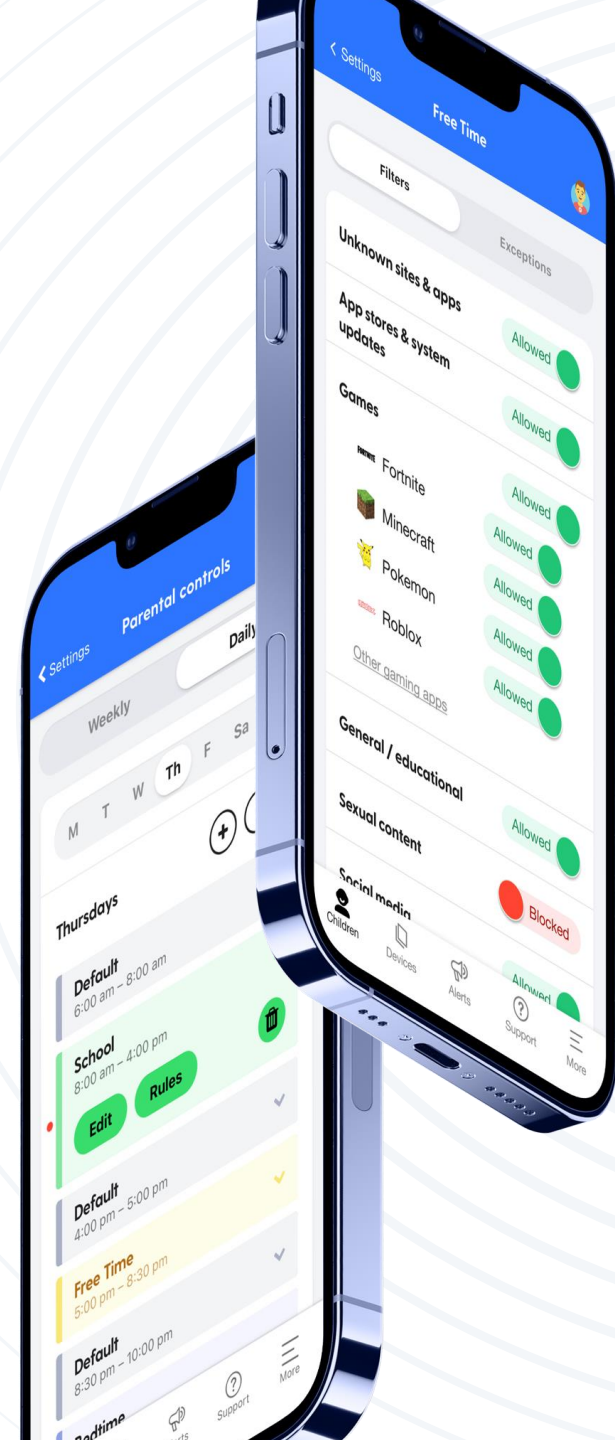
robocall blocker ‡

Available with an Allstate Identity Protection Pro+

Use the robocall blocker to screen and intercept scam and telemarketing calls and texts before they reach you.

ad blocker ‡

Available with Allstate Identity Protection Pro+

Set up automated blocking for unwanted advertisements, prevent data gathering by online trackers, and safelist websites you trust.
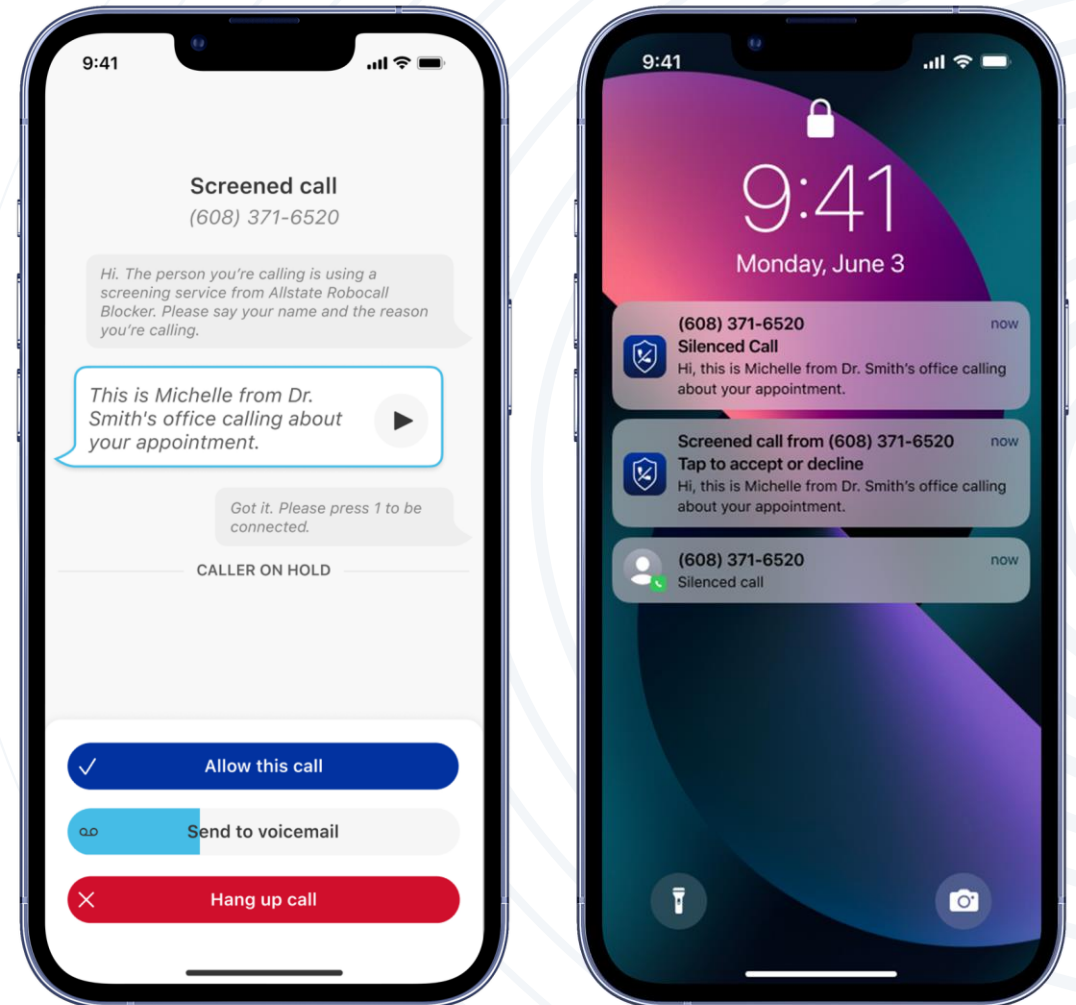
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how to get the most out of Allstate Identity Protection

Verify credit monitoring to receive rapid alerts

Set up financial transaction monitoring for your financial accounts

Add any enrolled family members to activate features for them

Read Security Pro® for personalized alerts and subscribe to text alerts

Add credentials to dark web monitoring for alerts when important personal information, like your email address or passwords, is compromised

Download our app to see and respond to alerts from anywhere

we provide full-service restoration

Training

- CITRMS (Certified Identity Theft Risk Management Specialist)
- Industry best practices in identity remediation
- Extensive education on security protocols for identity fraud prevention

Case management

- 100% U.S.-based, in-house case managers
- All pre-existing conditions accepted
- Dedicated specialists manage cases
- Consistent follow up with creditors and merchants to reach resolution
- Fraud resolution tracker
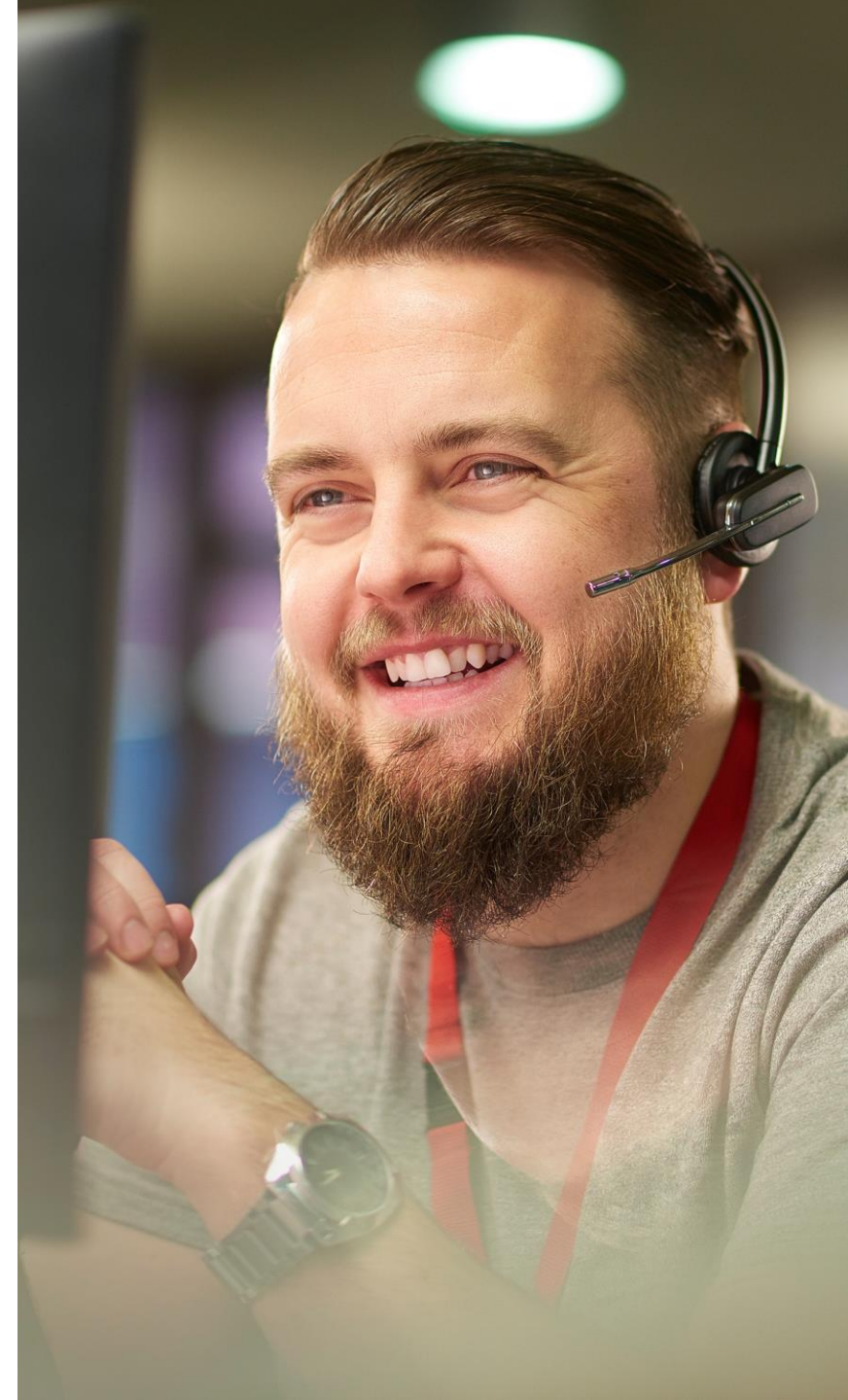
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IDENTITY PROTECTION

Questions? 1.800.789.2720
Or visit myaip.com