

# product features: Pro+

**Our Pro+ Plan delivers best-in-class protection with prevention, detection, and resolution.**

## **Comprehensive monitoring and alerts**

Allstate Identity Protection's proprietary monitoring system analyzes and detects high-risk activity and sends alerts at the earliest sign of fraud. That's how we help members minimize risk, damage, and stress with prevention and rapid restoration.

### **KEY FEATURE**

#### **Dark web monitoring**

We go beyond simply scanning for your information online. We utilize bots and human intelligence operatives together to scour closed hacker forums for members' compromised credentials as well as personal information. We alert members whenever compromised data is found, including:

- Social security numbers
- Government and Medical ID numbers
- Credit and debit card numbers
- Gamer credentials
- Usernames and passwords
- IP addresses
- Email addresses

#### **Financial transaction monitoring**

Members can set alerts to trigger from sources including bank accounts, credit and debit cards, account thresholds, 401(k)s, and other investment accounts to help take control of their finances.

#### **High-risk transaction monitoring**

Even non-credit-based activity can indicate fraud, so we send alerts for transactions like wire transfers and electronic document signatures matching member information.

#### **Credit monitoring and alerts**

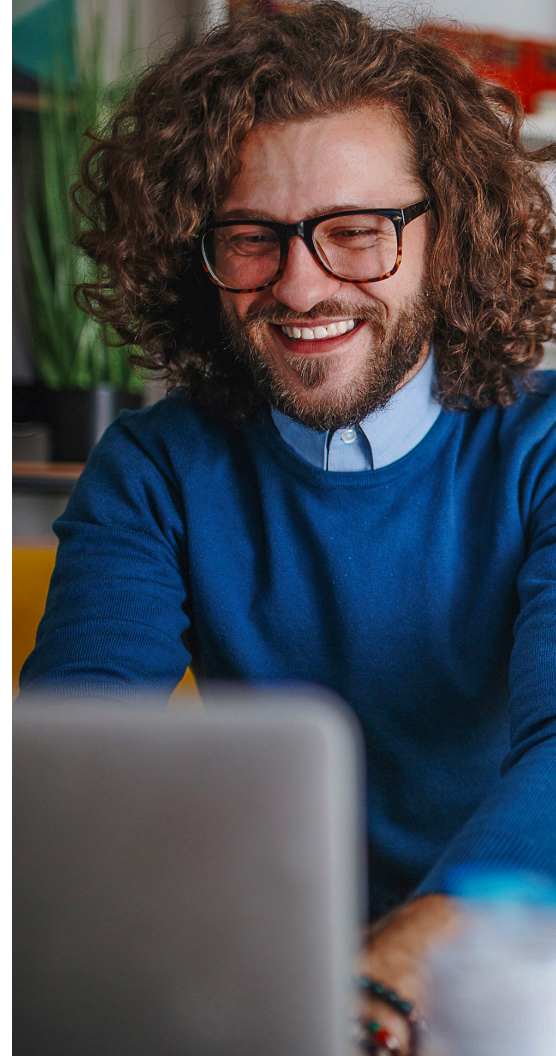
Members can set alerts for transactions like new credit inquiries, accounts placed in collections, newly opened accounts, and bankruptcy filings.

#### **Credit assistance**

Should a member's credit monitoring trigger an alert, our in-house team of experts will help freeze files with all major credit bureaus.

#### **Social media account takeover monitoring**

Members can add social media accounts for themselves and family members to be notified of suspicious activity that may indicate hacking or an account takeover.



## Identity Health Status

Our unique tool gives members a snapshot of their identity health and risk level. We provide monthly status updates using an enhanced algorithm with deep analytics to spot fraud trends and alert members before damage occurs.

## Fraud resolution tracker

The Allstate Identity Protection Fraud Resolution Tracker makes it easy for members to see their case status.

## \$1 million identity theft reimbursement†

Members who fall victim to identity fraud will be reimbursed up to \$1M for stolen funds as well as many out-of-pocket costs related to resolving their case, including:

- Expenses incurred resolving:
  - Home title fraud
  - Professional fraud
- Stolen funds from:
  - HSA, 401(k), 403(b), and other investment accounts
  - SBA loans
  - Unemployment benefits
  - Stolen tax return refunds

## Lost wallet protection

Members can store critical information in the secure Allstate Identity Protection portal to retrieve in the event of losing credit cards, personal credentials, or documents. We help members access this information and replace it, if needed.

## Stolen wallet emergency cash†

In the event that a member's wallet is stolen, we'll reimburse up to \$500 for cash lost.

## Solicitation reduction

We make it easy for members to opt in or out of the National Do Not Call Registry, credit solicitations, and junk mail reduction.

## Robocall blocker

Our Robocall blocker can help intercept scam and telemarketing calls and texts to require them to identify themselves before you even pick up.

## Ad blocker

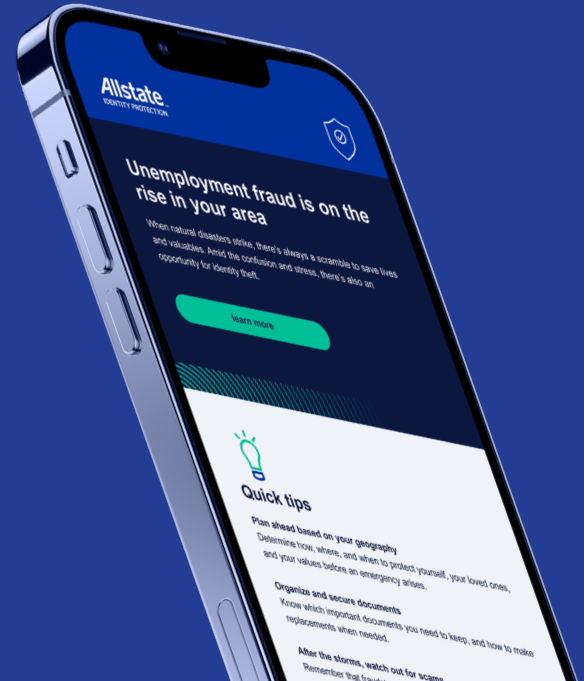
Members can set automated blocking for unwanted advertisements, online data trackers, and even safelist websites they trust.

## Sex offender notifications

We monitor registries and can notify members if an offender is registered nearby in their area.

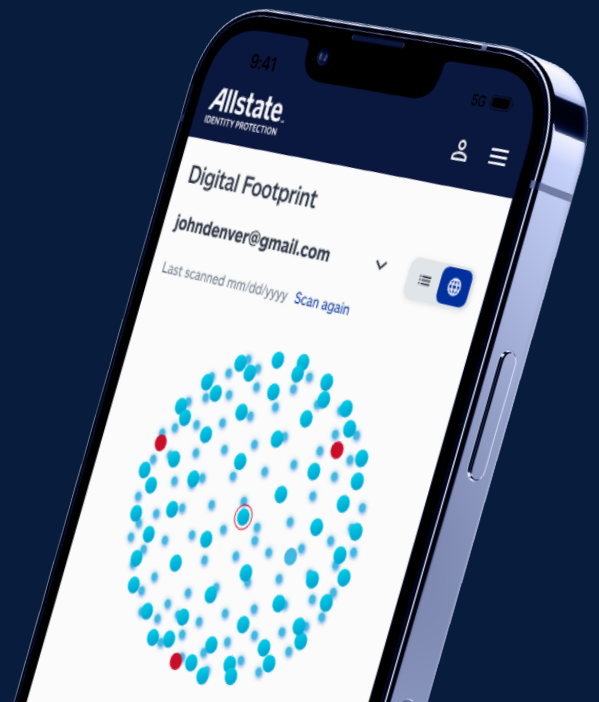
## Allstate Security Pro®

We help keep members one step ahead of bad actors by providing real-time, personalized content about heightened security risks that may affect them. Our alerts leverage internal data to identify emerging threats, how members may be affected, and what steps they can take to better protect themselves.



## Allstate Digital Footprint®

Only available from Allstate Identity Protection, the Allstate Digital Footprint shows members where their personal information lives online so they can better protect it. Members can track where their personal information is stored, spot possible vulnerabilities, and take action before they're compromised.



### Unemployment fraud center with dedicated support

We provide a resource center for members to quickly and easily resolve their unemployment fraud claims to save time and stress. Our dedicated specialists are available 24/7 to help victims through the process of resolving their case.

### Whole family protection and monitoring\*

We have the broadest definition of family in our industry, and we cover family members in members' households as well as anyone financially dependent. If they're "under your roof" or "under your wallet," they're covered. Members can add older parents, grandparents, even in-laws age 65+ regardless of whether they live with or depend financially on them.

### Family digital safety tools with Bark for AIP\*

Our suite of family digital safety tools help parents set healthy limits around how and when kids use their devices, filter undesirable content, and see where kids' devices are. Tools include:

- Web filtering for categories of websites or specific types of websites to ensure your children are safely browsing online
- Screen time management
- Location tracking

### Elder Fraud Center

Safeguard senior family members with our helpful resource hub built specifically for seniors, caretakers, and family members to easily understand and protect against scams and threats. Our Identity Specialists are trained to provide customized care for older family members to identify and resolve scams as well as create a proactive protection plan together.

### Best-in-class care

Should fraud or identity theft occur, our in-house experts are available 24/7 to help members fully restore compromised identities — even if the theft or fraud occurred prior to enrollment.

### 24/7 customer support

Our support center is US-based and located in our corporate headquarters, where our customer care team is always available to help answer questions and resolve identity theft or fraud.

### Full-service case management and remediation

Our team of identity remediation specialists is highly trained and certified to handle remediating every type of identity fraud case. We fully manage restoration cases, leaving members to live their lives and save them time, money, and stress.

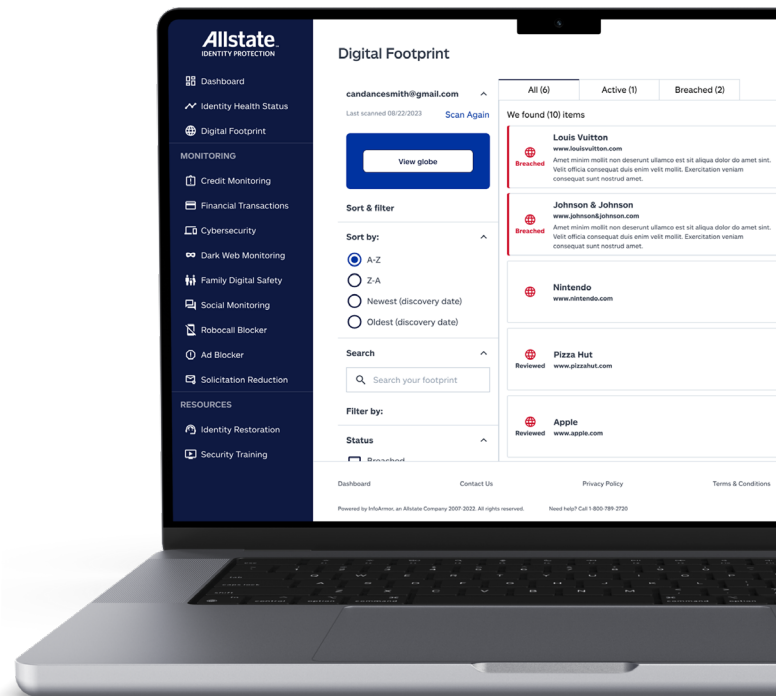
Our restoration satisfaction score when resolving complex cases of identity theft was 98% in 2022.

### Mobile app

The Allstate Identity Protection app makes accessing the member services portal easy anywhere. Available on iOS and Android.

### Help Center

The Allstate Identity Protection web portal and mobile app include an interactive help center for members to quickly get answers, clear definitions, easy-to-follow instructions, and proactive guides to help protect themselves.



Product may be updated or modified. Certain features may 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 theft insurance covering expense and stolen funds reimbursement is underwritten by American Bankers Insurance Company of Florida, an Assurant company. The description herein is a summary intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Refer to policy details for terms, conditions, and exclusions of coverage. May not be available in all jurisdictions.

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