



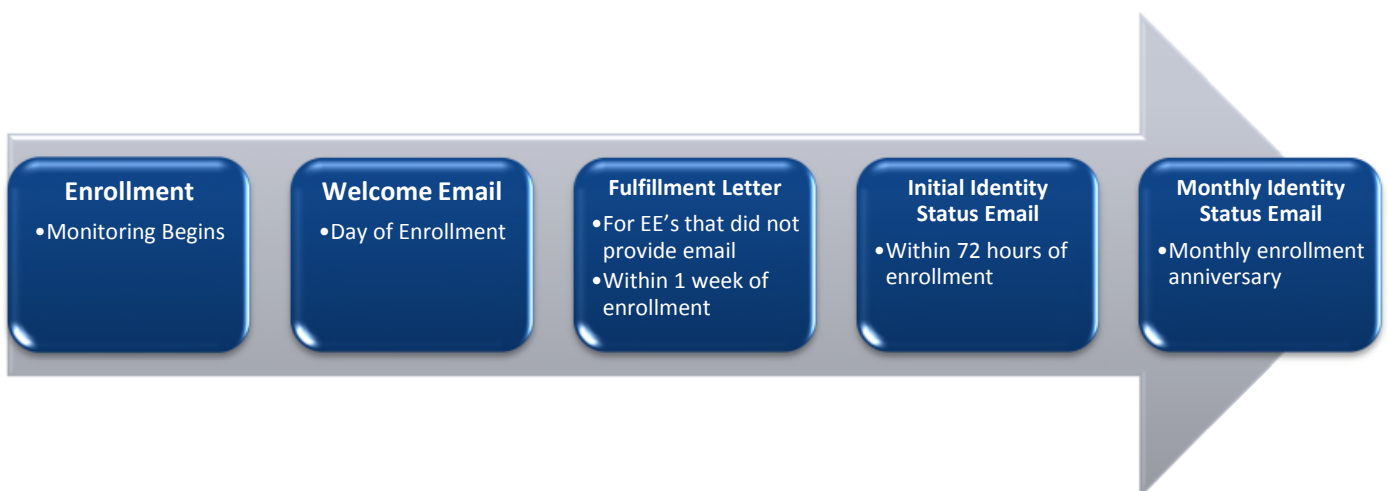
## You've protected your employees, now what?

For the majority of the employees we serve, each will receive InfoArmor's traditional fulfillment materials via the employee email address collected at time of enrollment. Each employee should expect receive the following emails:

1. A **"Welcome" email** from InfoArmor using address [clientservices@infoarmor.com](mailto:clientservices@infoarmor.com) – confirming receipt of the election and enrollment, outlining how to access the online account for identity monitoring.\*
2. An **email from the National Do Not Call Registry** (one email per unique phone number enrolled) using address [Register@DonotCall.gov](mailto:Register@DonotCall.gov). This email asks the individual to join their Registry as a preventative measure to reduce the exposure of personal information and is sent on/about Day of Enrollment. The enrollee has 72 hours to respond with action to be removed.
3. **Initial Identity Status email** from InfoArmor using address [clientservices@infoarmor.com](mailto:clientservices@infoarmor.com) – reflecting the initial review of the security of each individual's identity: an "Identity Status" email.\*
4. A **monthly "Identity Status" email** from InfoArmor "[clientservices@infoarmor.com](mailto:clientservices@infoarmor.com)" – reflecting a review of the security of each individual's identity. If a subscriber is not "secure" our Privacy Advocates will be reaching out to the subscriber frequently to address the identity issues. No monthly email will be sent to the high risk subscriber.\*

If a subscriber did not provide an email address during enrollment, he or she will receive a one-time welcome letter (enclosed below). A welcome letter is sent to the employee's home addresses by the end of his or her enrollment month.

\*The Primary account holder will be the primary source of contact unless dependent subscribers provide unique email/mobile number during enrollment.



Any subscriber enrolled via **batch file** will automatically be enrolled in PrivacyArmor's solicitation reduction feature. This process includes:

1. Welcome email (see enclosed "Welcome to InfoArmor")
2. Subscriber is immediately enrolled with the Do Not Call Registry upon enrollment. As such, an email from the DNC arrives within 72 hours, with instructions to click on an embedded link to complete the registration process (see attachment "National Do Not Call Registry...").
  - Subscriber's phone number will *not* be added to the Registry unless and until the link from the register@donotcall.gov to the email address submitted is clicked. (the "Opt-Out Confirmation").
  - Listings in the National Do Not Call Registry will *not* prevent calls from candidates for political office or from charitable organizations seeking donations.
  - Companies in which subscribers have a current or past relationship (such as a lender or insurance company) *may* still be in contact from time to time with other product or service offers, unless the subscriber contacts them with a removal request from the contact list.
  - If subscriber does not provide an email address during the enrollment process, he or she will not be enrolled in the Do Not Call Registry feature. The InfoArmor welcome email will instruct the subscriber to call in to InfoArmor to update/provide their email address. A Privacy Advocate will have to manually opt them out at the DNC website if they wish to be added to the list.
2. Direct Marketing opt out through Choicepoint/LexisNexis to reduce junk mail is completed automatically by InfoArmor the day the subscriber is enrolled. LexisNexis sends a confirmation letter in this regard, although InfoArmor has no control or influence over when this communication from LexisNexis is sent.
3. Pre-approved credit offer filtering does not manifest any subscriber communications. Enrollment on this component is dependent on InfoArmor Privacy Advocates completing Captchas on behalf of the subscriber.

A subscriber may change preference for any or all of the fulfillment options described within this document at any time by calling us at

**1-800-789-2720**

or

by logging in to their personal online account at  
[www.myportal.infoarmor.com](http://www.myportal.infoarmor.com)

**Employees can reach InfoArmor online ([www.infoarmor.com](http://www.infoarmor.com)) or by phone at 1-800-789-2720, from Monday – Friday, 7am – 5pm Pacific.**