

Your Identity Theft Protection | FAQ



“ “ *I feel much safer
with IdentityForce!* ” ”

— *Herminio Vargas*

Verified Reviewer

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★ **Trustpilot**

 **IdentityForce.**
A Sontiq™ Brand

PRODUCT & SERVICE OVERVIEW

Q: What services does IdentityForce offer?

A: Your company recognizes the exponential increase in fraud and scams in 2021, and the vulnerabilities that result from having sensitive personal information exposed. By partnering with IdentityForce, employees will benefit from a premium, world-class identity theft protection plan built to proactively monitor, alert, and help you fix any identity theft compromises. IdentityForce's top-rated consumer ID theft protection services will monitor your personal information and quickly notify you about any suspicious activity. If your identity is compromised, IdentityForce has your back. You'll get access to fraud experts and fully managed restoration services so that you don't need to worry about the paperwork, phone calls, and minutia that goes with restoring your good name. Combined with the expense reimbursement insurance coverage, you get a further layer of protection. You can also learn more [here](#).

ENROLLMENT & REGISTRATION

Q: How do I enroll in IdentityForce?

A: Your company is offering IdentityForce identity theft protection as an employee benefit for you and your family. After electing the Individual or Family identity theft protection plan benefit, you will receive a welcome email with instructions to complete the registration process, setup your account, and activate your identity protection monitoring and alerts. **If you do not receive this email on your coverage effective date, please contact memberservices@identityforce.com, subject line "[Company Name] Welcome Email".**

Q: I am confused about completing my registration to activate my identity theft protection services. Who can help me?

A: Send an email to memberservices@identityforce.com with the subject "[COMPANY NAME] complete registration link" or call IdentityForce Member Services at (855) 441-0270.

Q: What are some important steps I need to complete when registering my account?

A: Watch this [short tutorial](#) that can help you quickly navigate the three core things you should do upon signing up for IdentityForce.



DEPENDENTS

Q: Are my dependents covered by IdentityForce?

A: Yes. As part of the IdentityForce identity protection benefit being offered to you as an employee, **child identity theft protection is included with every individual and family plan** and will be activated once you have fully registered. Children are defined as dependents age 25-years-old and under. Children receive a tailored identity protection product from IdentityForce named ChildWatch, which is available to protect all children in the household.

Q: How can I add my spouse or domestic partner to this service?

A: The identity protection benefit is available as a Family plan, which includes the employee and additional adults, plus unlimited children within the household. Once you have enrolled and activated your Family plan you will be able to add household members from your IdentityForce account. Remember, children are enrolled in ChildWatch at no additional cost for individual plans and family plans.

VICTIMS OF IDENTITY THEFT

Q: How does IdentityForce help me recover from identity theft?

A: IdentityForce plans include best-in-class [Restoration Services](#), where you'll gain access to Certified Protection Experts who offer comprehensive, 24/7 recovery services. Your dedicated specialist will complete paperwork, make calls, and handle every detail to restore your identity. All IdentityForce plans also include **White-glove Family Restoration**, which provides recovery services for your household family members in the event of identity theft. This includes parents, siblings, and children of the primary account holder.

Q: What if I become a victim of identity theft, but I haven't completed my registration?

A: If you have already elected the IdentityForce identity theft protection plan benefit, but have not completed your registration, you are still entitled to fully managed restoration, and you also benefit from the expense reimbursement insurance. If you become a victim of an identity crime, we highly recommend completing your IdentityForce registration to activate all your identity monitoring services. Watch [a short tutorial video here](#) that will help you navigate quickly to having control over your privacy and security with IdentityForce.

Q: I'm a victim of identity theft. Does IdentityForce help me to restore my identity after the theft has been identified?

A: Yes, you will receive fully managed restoration services from a dedicated Identity Restoration Specialist in the event of an identity theft incident, including pre-existing identity theft events. The expense reimbursement insurance coverage does not apply to preexisting identity theft events, but all other restoration services are included.

ALERTS

Q: If I don't enter my bank login credentials for Bank and Credit Card Activity Alerts, will I still have monitoring services?

A: Your identity theft protection benefit includes many features including advanced fraud monitoring, credit report monitoring and expense reimbursement insurance, even if you do not use the Bank and Credit Card Activity alerts.

Q: How can I limit the number of bank and credit card activity alerts?

- A: There are several ways to reduce the number of alerts sent from IdentityForce's Bank and Credit Card Activity alerts service.
1. The service sends alerts based on four types of transactions [purchases, withdrawals, transfers, and duplicates] – each can be turned on or off individually under Alert Preferences when you log in to your IdentityForce account.
 2. A member can also set limits for each type of transaction [i.e. Alert me if a purchase is over \$300]. To reduce the number of alerts, raise the alert setting [i.e. Alert me if a purchase if over \$500 or \$1000, etc.]

CREDIT MONITORING

Q: How often can I request my credit score?

A: With the IdentityForce UltraSecure ID protection plan, you have access to your VantageScore® 3.0 by TransUnion® quarterly. With the UltraSecure Premium protection plan, your credit score is based on data from the three national credit bureaus, TransUnion, Experian and Equifax. Your plan also includes Credit Score Tracker, which monitors credit scores over time with a month-after-month graph.

Q: How is IdentityForce's credit reporting different from other credit reporting agencies?

A: The IdentityForce UltraSecure ID protection plan provides you access to a TransUnion credit report quarterly. The IdentityForce UltraSecure Premium protection plan provides you with a quarterly credit report that merges the data from all three national bureaus to give you a detailed report of your credit history with instant online access. You can spot fraud quickly with daily monitoring of your credit report and alerts if key changes are detected.

ADDITIONAL PROTECTION BENEFITS

Q: How does IdentityForce protect me from COVID-19 scams and fraud?

A: From Dark Web Monitoring and Bank Activity Alerts, to Online PC Protection Tools and Social Media Identity Monitoring, IdentityForce protects you against the exponential increase in scam and fraud activity that has occurred since the pandemic. You can learn more about these key capabilities that continuously work to protect you [here](#).

Q: How does IdentityForce protect me from mobile threats?

A: Depending on your IdentityForce plan, you can download the MySontiq mobile app for Android and Apple iOS devices. The UltraSecure Premium plan features Mobile Attack Control, a comprehensive mobile device scan that delivers alerts for a wide array of threats, including rouge apps, spyware, unsecured Wi-Fi connections, and fake or “spoofed” networks. The UltraSecure Premium plan also includes a secure Virtual Private Network (VPN), that provides a secure internet connection anywhere you go. Read more about IdentityForce mobile threat protection [here](#).

Q: What educational materials does IdentityForce provide?

A: Your IdentityForce membership gives you access to breach and scam news, actionable tips, and sharable infographics, all designed to help you protect what matters most. Your IdentityForce member dashboard includes the latest articles, along with tools to assist with junk mail opt-out, placing credit freezes, and credit report fraud assistance, among many other useful identity protection resources.

CHANGES AND CANCELLATIONS

Q: Can I change or cancel my IdentityForce coverage at any time?

A: Your IdentityForce membership is an employee benefit offered by your company. To change or cancel your coverage, please contact your benefits team.

If your employment ends, and you do not wish to continue your membership through direct billing with IdentityForce, you may request to have your personal information removed from the IdentityForce system. Contact IdentityForce Member Services at (855) 441-0270.

DATA PROTECTION

Q: How does IdentityForce protect the information provided by its members?

A: IdentityForce, a Sontiq brand, is committed to following global data privacy standards and practices, including helping members understand their rights and responsibilities. Learn more at [Sontiq's Trust Center](#). IdentityForce operates a risk-based information systems security management program that implements industry-standard best practices for protecting member data. IdentityForce meets or exceeds the superset of the requirements of these standards and regulations: Payment Card Industry (PCI) Level 1; SSAE-16 SOC2 Level II; NIST 800-171 at the High security categorization, including the privacy controls; State privacy regulations, such as the California Consumer Protection Act (CCPA); EU GDPR (European Union General Data Protection Plan). Sontiq security is independently audited to ensure that it meets industry standards of security, including the Payment Card Industry (PCI) Data Security Standard (DSS), SSAE16 (Statement on Standards for Attestation Engagements 16) Statement of Compliance (SOC2) and NIST 800-171.

Q: Once an employee cancels, what happens to their personal information?

A: If an employee's account is canceled due to employment termination, the IdentityForce system retains information necessary to facilitate reinstatement of the member's account. The member may request to have their information purged from the IdentityForce system, in accordance with the global data privacy standards and practices adhered to by Sontiq. Learn more at [Sontiq's Trust Center](#). Please contact Member Services at (855) 441-0270.

ABOUT SONTIQ

Sontiq is an Intelligent Identity Security company arming businesses and consumers with award-winning products built to protect what matters most. Sontiq's brands, [IdentityForce](#), [Cyberscout](#), and [EZShield](#), provide a full range of identity monitoring, restoration, and response products and services that empower customers to be less vulnerable to the financial and emotional consequences of identity theft and cybercrimes. Learn more at www.sontiq.com or engage with us on [Twitter](#), [Facebook](#), [LinkedIn](#), or [YouTube](#).

