SONTIQ™
Intelligent identity security.

Member Manifesto

Sontiq and its trusted brands, IdentityForce, Cyberscout, and EZShield, commit to delivering the following 50-point promise as part of our Member Manifesto, and our dedication to innovation and continuous improvement in protecting our members' identities.

(1) Design | Optimal Member Experience

DELIVER AN EASY-TO-USE, MODERN, & SEAMLESS MEMBER EXPERIENCE:

1. A mobile-friendly, modern, clean, responsive design for the online dashboard and mobile app, making it easy to navigate from any device

2. Clear directions on downloading the EZShield or IdentityForce branded mobile app for anywhere, anytime access to identity protection services

3. A "Get Started" tutorial that displays upon initial login to help members navigate through various alert categories and features to ensure quick understanding

4. A communication style that emphasizes the personal nature of the member's relationship with Sontiq and its brands, IdentityForce, Cyberscout, and EZShield, always engaging in a friendly, helpful, prompt, and supportive manner

5. Clear explanation of services and capabilities removing any jargon around what we do and how we do it, so that we do not mislead our members

6. Seamless ability to upgrade existing services and purchase credit reports without feeling pressured to buy

7. Delivery of monthly identity reports to ensure members understand and have viewed their key alerts related to identity threats, dark web scans, credit reports, and other monitored information

(2) Security

A SECURE ENVIRONMENT TO CONTINUOUSLY PROTECT MEMBER INFORMATION:

8. A login process and user experience that emphasizes the high level of security that we provide, including two-factor authentication, obscuration of sensitive data and inactivity log out after 20 minutes to protect member information

9. Inability to enter weak or common passwords to ensure better protection of member accounts; restrictions to use no fewer than 8 characters, and added complexity requiring at least one upper case, lower case, special character, and/or one number

10. Added security of two-factor authentication, where instead of the usual Login involving only a User ID and Password, members will receive a second form of authentication — a verification code — delivered by email, text, or phone

11. Secure mobile app access including Facial Recognition, two-factor authentication, and touch ID capabilities

12. A "password reset" process through the "forgot my password" link, triggering an email containing a one-time pass code that expires after 20 minutes, providing the email address matches the email address in the members' profile

(3) Identity Protection Account Setup

A STREAMLINED USER INTERFACE AND DASHBOARD TO REMOVE THE GUESSWORK OUT OF IDENTITY THEFT PROTECTION:

13. A "Get Started" process for initial account setup and service activation that asks the member for a given piece of data (their credit card number, SSN, etc.) only once

14. Intelligently configured services that use key personal data universally, reducing the number of times information must be entered by a member

15. A user experience that encourages members to take full advantage of the range of identity protection services we offer and emphasizes the value of those services

16. A flexible user experience that expands and contracts as services are added and removed

17. A focus on ensuring that only those services purchased by the user appear in their user interface so as not to confuse availability of services

18. Multiple navigation points for doing routine tasks to help shortcut tasks (e.g., adding family members, viewing alerts, etc.)

19. A commitment to deliver an easy-to-navigate, informational Education area to address the most pressing concerns or questions from our members

20. A commitment to deliver engaging videos and tutorials to help members easily address their most frequently asked questions

21. Provide our members with confidence that identity theft monitoring started as soon as they entered the information in their profile

22. An easy path from first log-in to having personal information protected in less than 5 minutes

23. Clear indication to members when protection is live

24. After the initial setup, we encourage members to protect other information in a timely manner, including credit card numbers, additional emails or phone numbers, and health insurance numbers

25. We make it clear for members to understand the value in protecting additional pieces of personal information

26. We remind members, each time they login, if they have not provided enough information for some services

27. Each time a member logs in, they are reassured that monitoring is live, based on the personal information provided, with "last scan" and any relevant alert indicators for each service on the homepage of the dashboard

28. Services within our dashboard are explained at-a-glance and include clickable expanded detail for additional explanation

29. We provide as much information as necessary so that even our multi-faceted services can be easily understood

30. Members can clearly understand how much data can be entered and if there are any restrictions — for example, there are limits to the number of credit card numbers, passport numbers, email addresses, or phone numbers that can be monitored

31. We obscure member's confidential information — for example, masking digits of a credit card, driver's license, passport, or Social Security number

32. Members with plans that include children can easily configure their children's personal information so that it can be protected

33. Members can rapidly configure an adult or spouse's name and email, and trigger a resend of the welcome notification — however, once the adult or spouse is registered under their own account, a member is no longer able to edit any information for other adults

(4) Alerts and Notifications

PROVIDE AN EARLY WARNING SYSTEM TO RAPIDLY NOTIFY MEMBERS WHEN THEIR PERSONAL INFORMATION IS AT RISK:

34. An at-a-glance view of personalized alerts, credit scores and information on recent breaches so that members can always find what is important to them

35. Intelligent, smart alert advice so that members always know how to respond to their account alerts

36. Access to organized reports for services that members purchased so that they can drill into details

37. Flexibility to have alerts delivered via text and/or via the branded Mobile App, in addition to email

38. Delivery of prompt alerts with threat level icons to keep members protected and notified of any potential threats with the ability to pinpoint immediate risks and take action

39. Access to easily view the services that have been purchased so there is no confusion when an alert is received

40. Rapid access to download the details of insurance benefits related to any Identity Theft Insurance protection included with their plan

41. The ability to see all alerts for any children that were added to the member's account to continually ensure the safety and protection of children's identity and personal information

(5) Member Support

DELIVERY OF 24/7 SUPPORT AND MEMBER-CENTRIC CAPABILITIES:

42. Members can easily see how to contact Member Support and are encouraged to do so with confidence that their support specialist will provide immediate assistance

43. Members are encouraged to share their experience through a public review site via a link available in the dashboard, to request product improvements, or provide general feedback to our management and product development teams

44. Members have one click access to open a case with a dedicated resolution specialist or report an Identity Threat any time through their online dashboard

45. No matter what channel members use to contact Member Support, they will be greeted with first-class customer service from expertly trained customer support agents

46. Members may also use channels like Social Media (e.g., Facebook and Twitter) to communicate with our Member Support team for answers to common questions — case details and sensitive personal information will not be requested and should not be shared through social media channels

47. Ability to view most Frequently Asked Questions and core training videos within the member area, or on the branded website, where a member can learn more about identity protection 24/7

48. Members are provided tools, such as financial calculators, to help model and manage their finances so that they can consider potential impact to their credit score

49. Members receive monthly newsletters which contain best practices, industry insight, and protection advice for keeping identities safe — both at home and at the office

50. Customer feedback through Member Support or any other Sontiq, IdentityForce, Cyberscout, or EZShield channel (e.g. email, website form submission, survey, TrustPilot or ConsumerAffairs review, etc.) is consistently monitored, taken to heart and incorporated into our ongoing product development lifecycle

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**.