



Identity theft and fraud resolution program

Aetna Resources For LivingSM

With more ways to pay for goods and services than ever before, identity theft continues to be a risk for us all. The Identity Theft and Fraud Resolution program is here to help if your identity is stolen. You can call us for help restoring your identity and credit history.

When identity thieves strike

Simply call us to access a free 60-minute telephone consultation with a trained fraud resolution specialist. The specialist guides you through the process to protect your identity and correct your credit rating. The specialist can also coach you with disputing any fraudulent debts that result from identity theft.

Expert help and guidance

After learning about your situation, our specialists will:

- Help you complete and submit identity theft affidavits to credit agencies, creditors and other authorities.
- Provide account forms or letters to itemize each fraudulent occurrence and advise you where to submit each document.
- Direct you to local and federal authorities and the fraud departments of creditors to report fraudulent activity.
- Provide you with the contact information for the major credit reporting agencies.

- Help you get a free copy of your credit report.
- Send you a free identity theft emergency response kit.
- Explain how identity theft happens and show you some steps you can take to help prevent it in the future.

It only takes one phone call to get help with resolving an identity theft emergency. Our specialists can also help you lower your risk for identity theft before it happens.

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Health and Human Resources Center, Inc.

All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to [aetna.com](https://www.aetna.com).