



**LifeCare®**

*Caring today for a better tomorrow®*

<p>Online Prevention Education Center</p>		<p>Identity Recovery</p>	
	<p><b>LifeCare®'s Identity Theft Solutions</b> <i>Protect Your Identity and Your Family</i></p>		<p>Comprehensive Assistance</p>
<p>Access to Local Attorneys</p>			
	<p>24/7 Access to Information and Resources</p>		<p>Access to ID Theft Counselors</p>

Work/Life Services



## LifeCare's Identity Theft Solutions

- Protect your employees from becoming victims of identity theft
- Deliver *proactive, preventive* measures to keep identity theft from occurring
- Provide comprehensive assistance to quickly set things right should a theft take place
- Give your employees 24/7 access to live ID Theft Counselors via our award-winning Call Center
- Provide round-the-clock access to a wealth of information and resources in our secure web site
- Help employees overcome the emotional impact of ID theft and stay focused and productive at work

### The Numbers and the Need for Protection

- The Federal Trade Commission estimates that as many as **9 million Americans** have their **identities stolen every year**.
- Victims can **spend hundreds of dollars** and **weeks of effort** to repair damage to their good names and credit records.
- In 2006, the average victim spent **\$531** repairing the damage done by an identity thief. **10% of victims** reported out-of-pocket expenses of **\$1,200 or more**.
- It takes **25 hours**, on average, for a victim to resolve her/his situation. **10% of victims** spend at least **55 hours** resolving their problems—and half of these spend at least **130 hours**.
- **37% of victims** report having difficulties obtaining or accessing bank accounts, being harassed by collections agents, being denied new credit and loans, being unable to use existing credit cards, being subject to a criminal investigation or civil suit, being arrested, and having their utilities cut off.



*Identity theft can destroy your employees' ability to obtain credit and loans, buy a home or rent an apartment, establish accounts with utility companies, use their current credit cards and much more.*

ID Theft Recovery Resources	Preventive resources
<ul style="list-style-type: none"> <li>■ Three one-hour consultations with ID Theft Counselors for restoration following an identity theft occurrence</li> <li>■ Three half-hour in-office or telephonic consultations with a local attorney per each identity theft occurrence</li> <li>■ 25% discounted hourly rate on legal services not covered by special plan rates</li> <li>■ Unlimited access to online legal documents (with helpful samples) pertaining to identity restoration</li> <li>■ Unlimited access to an online identity theft e-law library and a host of identity theft website resources</li> <li>■ Telephonic assistance from an ID Theft Counselor to help prepare necessary documents</li> <li>■ Recovery letter preparation</li> <li>■ Recovery document review</li> </ul>	<ul style="list-style-type: none"> <li>■ Online access to a wealth of preventive resources and educational materials</li> <li>■ A one-hour telephonic consultation with an ID Theft Counselor for comprehensive preventive advice</li> <li>■ Preventive assistance from an ID Theft Counselor</li> </ul>

The total cost of identity theft in the U.S. in 2006 was \$49 billion. Victims paid about \$4.5 billion of this, and the rest was paid by merchants and financial institutions.

*California Office of Information Security & Privacy Protection, 2008*

"Unfortunately, the damage that criminals do in stealing another person's identity and using it to commit fraud often takes far longer to undo than it took the criminal to commit the crimes."

*U.S. Department of Justice*

## LifeCare, Inc.

LifeCare offers cost-saving benefits that help clients reduce their most pervasive absenteeism and productivity drains, including child and elder care, caregiving support, health and wellness issues, and more. For more than two decades, LifeCare has led the work/life industry in the creation of high-quality, results-oriented programs designed to improve clients' bottom line. LifeCare serves 1,500 client companies with 4.5 million individuals within corporations, health plans, government agencies and unions. For more information, visit [www.lifecare.com](http://www.lifecare.com).



### Experience

Our account managers have an average of 11 years' experience and are supported by a team of dedicated professionals—all devoted to providing you with superior service.



### Award-Winning Materials

Our educational materials and promotional campaigns have won multiple industry awards, leading to superior utilization of your programs.



### Excellence

LifeCare is the *only* company in the work/life industry to earn recognition as a Certified Center of Excellence by the Center for Customer-Driven Quality™ at Purdue University.



### Customization

Our modular services allow you to design the program that meets your unique needs.



### Quality

96% of LifeCare members rated our services as "good," "very good," or "excellent."



### Results

On average, LifeCare saves employees 9 hours per case—resulting in significant productivity gains for you!



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