

Symetra Support

Identity Theft Assistance

Direct access to 24/7 support if your identity is stolen



Access your Identity Theft Assistance services

Just pick up the phone—
24 hours a day, seven days
a week—and call
On Call International.

U.S. and Canada:
978-651-9223

Anywhere else
(collect or direct):
833-808-0253

Via text message:
1-844-302-5131

Identity theft is a rising concern and it can happen to anyone.

Identify Theft Assistance can offer you peace of mind by providing you with step-by-step coaching and assistance to help you resolve identity theft



Fraud assistance

- **Three-bureau fraud alert placement assistance:** Upon your request, the three major credit bureaus can be contacted and informed about your lost or stolen credit cards, ensuring the incident is reported.



Document replacement and financial assistance

- **Lost wallet assistance:** If your debit/credit cards are lost or stolen, Identity Theft Assistance will contact the bank/credit card companies with you on the phone to alert them that the cards were lost or stolen and could be compromised. They'll also provide information to help you replace lost items such as your driver's license and Social Security card.
- **Lost passport replacement:** In the event your passport is lost or stolen, Identity Theft Assistance will assist you in securing an emergency passport replacement, including locating the nearest consulate or embassy if the loss occurs while you're traveling.
- **Emergency cash advance assistance:** If needed, Identity Theft Assistance will assist you in obtaining cash advances from family or friends.

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Who's eligible?

You, your spouse and your dependents under age 26 (regardless of student status) are eligible for all services provided by Identity Theft Assistance. Identity thefts discovered prior to enrollment in a Symetra Group Life Insurance plan are not eligible for services.

If you think your identity has been stolen

Just pick up the phone—24 hours a day, seven days a week—and call On Call International at **(978) 651-9223** if you're in the U.S. or Canada, or **(833) 808-0253** from anywhere else in the world.

Tips to remember to protect your identity

- ✓ Carry only one or two debit or credit cards.
- ✓ Bring only the ID information that you'll actually need.
- ✓ Keep your passport safe while traveling—make copies, store it in a safe place, and if stolen or lost, report it immediately.
- ✓ Do not carry your Social Security card in your wallet.
- ✓ If your purse or wallet is stolen, immediately report it to the police.
- ✓ Notify your financial institution if your debit or credit card is lost or stolen.

For more information, contact your Symetra representative.



www.symetra.com
www.symetra.com/ny

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Group benefits are insured by (and absence management provided by) Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Benefits may not be available in all states and are not available in any U.S. territory. Policies may be subject to exclusions, limitations, reductions and termination of benefit provisions.



In New York, group policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address P.O. Box 34690, Seattle, WA 98124.

Identity Theft Assistance is provided by On Call International. Symetra Support may not be available in all states. On Call is not affiliated with Symetra or any of its subsidiaries.