

09EID IDENTITY THEFT ASSISTANCE

Europ Assistance Holdings Limited will provide the services described:

To ensure we are consistent in providing our customers with quality service, we may record your telephone call. For security purposes all calls are stored and archived on a dedicated secure network.

THE AIMS OF THIS SERVICE

If you do believe you have become a victim of identity theft, Europ Assistance can help resolve the situation:

1. Provide you with your own Personal ID Theft Advisor
As soon as you call we will assign you to your own dedicated expert, who will help you establish whether or not your identity has been stolen and provide you with practical help and advice.
2. Help obtain your Credit Report and create a Personal Action Plan
Once details have been taken, your Personal ID theft Advisor will assist in a request for your credit report by post or real time.
Your Personal ID Theft Advisor will create and send you a Personal Action Plan including all relevant documents and explanatory notes, so you can complete the process of clearing your name.
3. Undertake Identity Recovery and CIFAS protection
If your credit report does identify any credit agreements that you did not take out yourself, your Personal ID Theft Advisor will work with you to correct and amend your credit file. If appropriate we can assist with arranging CIFAS Protective Registration and E-Alerts* to help you prevent future ID theft.
4. Help you gather proof of Identity
If a bank or other company involved in the crime has any doubts that you were a victim of identity theft, they may require more proof. In this situation your Personal ID Theft Advisor will help review with you all the evidence you need, this will include proof of identity and documentation that fully clears your name.

To identify if you are a potential victim the following may help you. Look out for:

Bills, invoices or receipts addressed to you for goods / services that you haven't demanded.

Bank statements or correspondence that does not arrive, or not received at all.

Refusal on an application for a credit card, loan or mortgage, despite having a good credit history.

Letters from solicitors or debt collectors for debts that aren't yours. And remember,

If you lose your passport or driving licence or have them stolen, you may become a target.

We will provide access to a dedicated website providing online education on the problem and information on additional fraud prevention measures

Europ Assistance Resolution Kit

We will provide either by e-mail, or by post our complete Identity Theft Resolution Kit.

Our resolution service is available Monday – Friday 8am – 6pm

To request assistance call 01444 442 448