

Identity theft is one of the fastest growing crimes in the country today. According to the 2007 Identity Fraud Survey released by the Javelin Strategy & Research, more than 8.4 million people were victims of identity theft in 2006. This means that one in every 27 consumers was a victim, with a total loss exceeding \$50 billion. In addition, the United States Treasury Department estimates a record number of people had their identities unintentionally exposed to others in 2005 – more than 55 million people.

Generally, banks and credit card companies will reimburse identity theft victims for their direct financial loss. However, identity theft victims need to be aware that they will not be reimbursed for the hundreds of hours and thousands of dollars in out-of-pocket expenses they may incur in re-establishing their credit and clearing their name.

Identity Fraud Expense Reimbursement Coverage

The *Wrap+[®] Identity Fraud Expense Reimbursement Policy* from Travelers Bond & Financial Products is designed to be purchased by a commercial business, financial institution or a non-profit organization in order to provide employees with the coverage at no charge to them. Coverage for the family, including spouses, children under 18 and parents, is included. Coverages for your business' customers and members of certain membership groups is also available through our Identity Fraud Expense Reimbursement Coverage Master Policy.

The coverage reimburses identity theft victims for the following:

- Lost wages as a result of time taken off from work to deal with the fraud, including wrongful incarceration – up to \$1,000 per week for five weeks
- Notary and certified mail charges for completing and delivering fraud affidavits
- Fees to re-apply for loans that were denied because of erroneous credit information due to the identity theft
- Long distance telephone charges for calling merchants, law enforcement agencies or credit grantors to discuss an actual identity theft
- Attorney fees incurred, with Travelers Bond & Financial Product's prior consent, for:
 - Defending suits brought incorrectly by merchants or their collection agencies
 - Removing criminal or civil judgments wrongly entered against the victim
 - Challenging information in a credit report
- Daycare and eldercare coverage

Identity Theft Resolution Services

Identity Theft Resolution Services are available as an option for an additional premium. The services are provided by Intersections Inc. (www.intersections.com/aboutus.asp), whose experienced fraud team works closely with victims to learn about the incident, document the case, advise on case resolution, and support victims by providing written correspondence that will help expedite resolution of their situation.

Through the Identity Theft Recovery Unit, Intersections performs the following activities to assist the victim in the event of an actual identity theft:

- Obtains a 3-in-1 credit report to review with the victim
- Documents event and contact history with the victim

WRAP+ IDENTITY FRAUD EXPENSE REIMBURSEMENT AND IDENTITY THEFT RESOLUTION SERVICES

- At the victim's request, assists the victim in placing fraud alerts with major credit reporting agencies
- Provides contact information for all future calls
- Completes dispute letters on behalf of the victim for approval and signing
- Enrolls the victim in six months of daily credit monitoring
- Provides the victim with a Fraud First Aid Kit which includes:
 - Tips for fraud victims
 - Credit reporting agency information
 - Contact history tracking template
 - Pre-populated letters to creditors

Becoming a victim of identity fraud is a frightening, frustrating experience. It can happen to anyone at any time. Our identity theft experts can help victims during this difficult time. Not only will we pay for expenses associated with clearing up their credit, but more importantly, they will have the support of a dedicated Case Manager who will work closely with them to fix their credit and resolve the problem.

If you have any questions about this program, please contact your local Travelers Bond & Financial Products representative or visit travelersbond.com.



Travelers Casualty and Surety
Company of America and its
property casualty affiliates,
One Tower Square
Hartford, CT 06183

This material does not amend, or otherwise affect, the provisions or coverages of any insurance policy or bond issued by Travelers. It is not a representation that coverage does or does not exist for any particular claim or loss under any such policy or bond. Coverage depends on the facts and circumstances involved in the claim or loss, all applicable policy or bond provisions, and any applicable law. Availability of coverage referenced in this document can depend on underwriting qualifications and state regulations.