

#### DEBIT/ATM CARDS

CARD TYPE (VISA®, MASTERCARD®) \_\_\_\_\_ CARD ISSUER \_\_\_\_\_

CARDHOLDER NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARD ISSUER TOLL-FREE PHONE NUMBER \_\_\_\_\_

CARD TYPE (VISA®, MASTERCARD®) \_\_\_\_\_ CARD ISSUER \_\_\_\_\_

CARDHOLDER NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARD ISSUER TOLL-FREE PHONE NUMBER \_\_\_\_\_

#### MERCHANT CARDS (Gas Company, National and Local Retail Cards)

CARD NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARDHOLDER NAME \_\_\_\_\_

CARD ISSUER TOLL-FREE PHONE NUMBER \_\_\_\_\_

CARD NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARDHOLDER NAME \_\_\_\_\_

CARD ISSUER TOLL-FREE PHONE NUMBER \_\_\_\_\_

CARD NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARDHOLDER NAME \_\_\_\_\_

CARD ISSUER TOLL-FREE PHONE NUMBER \_\_\_\_\_

*( If you need additional space to list cards, please type or print the information on a separate sheet and enclose it with this form.)*

**You may register the following for your convenience. Our service cannot report these cards lost or stolen, nor can we be responsible for any liability. However, should these items be lost, we will remind you to report them directly to the issuer.**

#### DRIVER'S LICENSE

STATE \_\_\_\_\_ LICENSE NUMBER \_\_\_\_\_

NAME \_\_\_\_\_

#### PASSPORT

COUNTRY \_\_\_\_\_ PASSPORT NUMBER \_\_\_\_\_

NAME \_\_\_\_\_

#### FREQUENT FLYER CARDS, LIBRARY, VIDEO RENTAL, OTHER

CARD NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

CARD NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

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## Identity Recovery & Restoration

*As a member, you are entitled to unlimited phone consultations with Fraud Resolution Specialists™. They will provide comprehensive guidance and identity recovery and restoration assistance at no charge.*

### With Identity Recovery and Restoration, the Fraud Resolution Specialist™ will:

- Advise you to file a police report, assist you with placement of a fraud alert on your credit file, and pull a credit report (if needed)
- Initiate credit monitoring for one year through one credit reporting agency
- Assist with full ID Theft document preparation, including Limited Power of Attorney and letters to regulatory agencies
- Perform follow-up tracking on documents sent in order to restore you to pre-identity theft state
- Upon request, refer you to an ID Protect Financial Counselor for an initial consultation regarding credit restoration strategies
- Upon your request, refer you to an attorney for an initial consultation, at no charge to you, on any issues arising from identity theft

### If you need assistance as a victim:

- Call Member Headquarters Customer Service at 877-227-3123
- Member Headquarters will refer you to the ID Theft Service Center and provide the phone number (Service Center Hours are Monday – Friday from 6am – 5pm, Pacific Time)
- When you call the Service Center, you should identify yourself as a Member Headquarters member
- A Fraud Resolution Specialist will call you back within one business day to assist you with comprehensive recovery and restoration.

For questions regarding this benefit, please call Member Headquarters at 877-227-3123.

## ID ProtectALL<sup>SM</sup>

*Each year, between 7 and 10 million people are victims of identity theft in the U.S.*

We've got you covered with  
**6 Months Free Credit Monitoring Service**  
**\$1000 Identity Theft Protection**  
**Payment Card Protection**  
**Identity Recovery & Restoration**

## Identity Guard<sup>®</sup>

Activate your complimentary, no obligation 6 month identity theft protection service, which includes:

- **DAILY MONITORING OF YOUR CREDIT BUREAU FILE TO DETECT FRAUDULENT ACTIVITY.** Monitoring of new inquiries every business day will help you verify the accuracy of your credit file as it changes.
- **EMAIL ALERTS WILL NOTIFY YOU OF CHANGES IN YOUR FILE.** Your personal review of these alerts will remove suspicion and ensure that each inquiry was properly authorized by you.
- **THE SECURITY OF UNLIMITED TOLL-FREE PERSONAL CUSTOMER SERVICE.** Credit education specialists are on call via toll-free hotlines to help you validate each inquiry and help if anything just doesn't seem right.

It's free for 6 months. There is no automatic continuation and no surprise fees. After 6 months, if you like our service you can choose to continue. There are lots of plans available starting as low as \$4.99 per month.

To learn more and to activate your no obligation IDENTITY GUARD<sup>®</sup> 6 Month Free Protection, go to your bank's website and click on the Identity Guard link.



## Personal Identity Protection

The Personal Identity Protection program includes a reimbursement of selected direct costs associated with reporting the identity theft event and recovering your identity. Your maximum level of reimbursement is determined by your program type at the time of your identity theft event.

### The reimbursable "direct costs" by Personal Identity Protection may include:

- Costs of re-filing for loans, grants, or other credit instruments.
- Costs of credit reports obtained from established credit bureaus.
- Costs of re-issuance of government documents (passport, driver's license, social security card).
- Notary services, long distance phone calls, and/or postage costs.
- Legal expenses incurred during your effort to recover your identity:
  - Defending any civil suit brought against you by a creditor or collection agency for nonpayment of services or default on a loan.
  - Removing any civil judgment wrongfully entered against you.

### To collect reimbursement for your expenses from Member Headquarters Association:

- Call Member Headquarters Association at 877-227-3123 to initiate a reimbursement request.
- You are eligible for reimbursement if the identity theft event and claim for reimbursement occur while you are a member in good standing of Member Headquarters Association. You are eligible for one reimbursable amount per account membership during the life of your membership. Amount is divided equally on joint accounts. All reimbursement decisions shall be in the sole discretion of Member Headquarters Association.
- We must receive your request no later than nine months after the stolen identity event occurs. When we receive your request, Member Headquarters will provide additional information on required documentation for your request.
- Qualified expenses submitted two years from the date you first noticed you were the victim of identity theft are covered.

## Payment Card Protection

With Payment Card Protection, you'll never have to worry about lost or stolen cards again. With one quick, toll-free call, we'll cancel your cards and stop unauthorized purchases.

### To start your protection just follow these simple steps:

1. Provide ALL profile information and ALL card information (type, issuer, cardholder name, card number, card issuer phone number). This is required for successful card registration and card cancellations, if necessary. Card issuer toll-free phone numbers are usually found on the back of your credit cards.
  2. Please print clearly using a ballpoint pen.
  3. Mail your completed form to: Member Headquarters Association, P.O. Box 1167, Brentwood, TN 37024-1167.
- Please be advised that your card protection will not be effective until it is received and processed by Member Headquarters. You will receive a letter within two weeks to confirm your registration.
  - If your registered cards are ever lost or stolen, simply call 877-227-3123. We'll cancel your lost or stolen cards to manage your risk for unauthorized purchases.
  - To update your profile information, call 877-227-3123. To register additional cards, call 877-227-3123 and request an additional Payment Card Protection form.

If you have questions, please call our Customer Service Department toll-free at 877-227-3123.

We are unable to register incomplete forms and cards with invalid card numbers.

YOUR FINANCIAL INSTITUTION \_\_\_\_\_ CITY/STATE \_\_\_\_\_  
GROUP NUMBER \_\_\_\_\_ MEMBER NUMBER \_\_\_\_\_

TITLE (MR., MRS., MS.) \_\_\_\_\_ FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_  
SOCIAL SECURITY NUMBER \_\_\_\_\_ MOTHER'S MAIDEN NAME (LAST NAME) \_\_\_\_\_  
STREET ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
DAYTIME PHONE (\_\_\_\_\_) \_\_\_\_\_ EVENING PHONE (\_\_\_\_\_) \_\_\_\_\_  
DATE OF BIRTH \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

All card information requested below is required for cancellations and to complete your card registration. Card issuer toll-free phone numbers are usually found on the back of your credit cards.

#### MAJOR CREDIT CARDS (VISA®, MasterCard®, American Express®, Discover®)

CARD TYPE (VISA®, MASTERCARD®) \_\_\_\_\_ CARD ISSUER \_\_\_\_\_  
CARDHOLDER NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_  
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Cut here and mail the completed form to Member Headquarters.

