

Identity Recovery and Fraud Coverage

Overview of Security and Recovery Coverage for Individuals

Identity Recovery and Fraud Coverage is a comprehensive insurance solution designed to help individuals respond to identity theft. Coverage includes reimbursement for out-of-pocket identity recovery expenses as well as services of a case manager to help restore identity and credit records to pre-theft conditions.

Additionally, this coverage offers monitoring services that go beyond just analyzing credit related data to detect fraud. A toll-free helpline is available with counselors to answer questions and give information on identity theft loss prevention.

Coverage Highlights, Terms and Conditions

- **Case Management Service:** Services of an identity recovery case manager as needed to respond to identity theft. Please contact us at 1-866-219-0473 for case management services.
 - Assistance with communications deemed necessary for re-establishing the integrity of the personal identity
- **Expense Reimbursement:** Reimbursement of necessary and reasonable identity recovery expenses incurred as a direct result of identity theft
 - Costs for re-filing applications for loans, grants or other credit instruments that are rejected solely as a result of identity theft
 - Costs for notarizing affidavits or other similar documents, long distance telephone calls and postage solely as a result of your efforts to report an identity theft or amend or rectify records
 - Costs for credit reports from established credit bureaus
 - Fees and expenses for an attorney approved by us to assist with specified legal matters directly relating to an identity theft
 - Actual lost wages for time reasonably and necessarily taken away from work and away from the work premises
- Any other reasonable costs necessarily incurred by an identity recovery insured as a direct result of the identity theft, including but not limited to (a) costs to recover control over his or her personal identity or (b) deductibles or service fees from financial institutions
- **Child and Elder Care Expenses:** Actual costs for supervision of children or elderly or infirm relatives or dependents of the identity recovery insured during time reasonably and necessarily taken away from such supervision
Sublimit: \$5,000
- **Mental Health Counseling:** Actual costs for counseling from a licensed mental health professional
Sublimit: \$1,000
- **Fraud Loss:** Payment of the amount fraudulently taken from the insured. This is only the direct financial loss

Limit and Deductible

- Limit is \$25,000 jointly with Fraud coverage. The deductible is \$100 with a separate \$100 deductible for Fraud coverage. Additional information can be found in the policy or contact a representative for more information.

Shenandoah Mutual Fire Insurance Company

660 North Main Street • Woodstock, VA 22664

800-757-6342 • shenandoahmutual.com

© 2018 The Hartford Steam Boiler Inspection and Insurance Company. All rights reserved.
This document is intended for information purposes only and does not modify or invalidate any of the provisions, exclusions, terms or conditions of the policy and endorsements. For specific terms and conditions, please refer to the coverage form.

