

Frequently Asked Questions

Our comprehensive membership offers three key benefits designed to help protect members on all fronts: Identity Theft Protection, Legal Protection, and Financial Wellness.



Accessing Your Benefits



Welcome Email

Look for a welcome email titled “We’re Excited You’re Here!” from support@identityiq.com on your start date.



Primary Member Access

The primary member will receive the welcome email. For family plans, the primary member will invite secondary members.



Get Started

Use the link in your welcome email to set up your account and access your dashboard.



Identity Theft Protection

What happens if I don’t set up my account?

Your identity will still be monitored using enrollment information (name, date of birth, and Social Security Number) for possible suspicious activity alerts. However, to access full features such as credit monitoring or device security, you’ll need to set up your account.

Does signing up affect my credit score?

No, signing up for IdentityIQ® and the soft inquiries we use for monitoring will not impact your credit score.

What does the \$1 million identity theft insurance cover?

The primary member’s identity theft insurance covers lost wages, legal fees, and stolen funds reimbursement up to \$1 million.*

What If I Suspect Identity Theft?

Contact our Customer Care Team as soon as possible at 877-875-4347.

Customer Care Center

877-875-4347

Our friendly Customer Care Team is here to answer your questions
Monday - Friday 7:00 a.m. to 6:00 p.m. CT and, Saturday 8:30 a.m. to 5:00 p.m. CT.