

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.



Pre-Paid Legal Services

How do I access my benefits?

Once logged in to IdentityIQ, locate the Legal Protection Plan widget on your dashboard and click "Get Started."

Does the plan cover ongoing legal issues?

No, the plan doesn't cover legal matters you're already working on with another attorney.

How do I reach an attorney?

Call 888-228-4635 to connect with an attorney.

How do I access the Legal Doc Generator?

After logging in to IdentityIQ, find the Legal Doc Generator widget on your dashboard and click "Get Started." This will take you to our generator through LawAssure where you can explore legal documents for your needs.

Is there a fee for the initial consultation?

No, the initial consultation with an attorney is free with no time limit. If you require additional legal services, you'll receive a 40% discount on the attorney's hourly rate.

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.