

IDENTITY RECOVERY COVERAGE



Identity Theft Victims Need More Than Insurance, They Need Identity Repair

A stolen purse, then bounced checks, denied mortgage loans, employment, credit cards and auto insurance. These are just a few of the horrors identity theft victims face. But it gets worse. People whose identities have been stolen can spend months or even years - and thousands of dollars - cleaning up the mess thieves have made of their name and credit history.

Farmers Mutual Fire Insurance Company includes Identity Recovery Insurance for Homeowners, Mobile Homeowners and Farmowners to help identity theft victims restore their credit history and identity records to pre-theft status. Our Identity Recovery coverage is included at no cost to the insured. Farmers Mutual Fire Insurance Company offers Identity Recovery coverage through its partnership with HSB Group, a Connecticut-based provider of specialty insurance services.

Smoothing the Road to Recovery

Our program combines insurance with service. Some companies offer coverage for expenses but offer no service to help people through this type of situation. Other companies offer a limited service capability with no coverage for financial exposures such as legal costs and lost wages. Our program brings together broad insurance coverage with a high-end service component.

"This is much better than having just coverage or just service," said Bob Fitzsimmons, President. "Our program protects your insureds financially and also gives them real, practical help if they become an identity theft victim. We believe that Identity Recovery is an option that many of our customers are going to choose."

According to the Federal Trade Commission, identity theft victims spend almost 300 million hours annually resolving their problems. Average costs to victims to correct the problem have been estimated to be 60 hours of personal time. This time can be stretched out over weeks or months depending on the severity of the theft.

Services that ease the pain

Farmers Mutual Fire Insurance Company Identity Recovery coverage includes two levels of service to assist victims. Insureds who even suspect a problem can call our Identity Theft Help Line. Counselors can answer their questions and provide information to start the process. Confirmed identity theft victims are referred to a specialized case manager who works on behalf of the insured to handle the paperwork and legwork necessary to correct credit and identity records to pre-theft status. The case manager can assist the victim by:

- Working with the three national credit repositories (Equifax, Experian and TransUnion), creditors, financial institutions, and various service providers to identify errors and correct the victim's records;
- Writing letters for the insured to send to credit bureaus and other institutions;
- Reviewing credit files and requesting a fraud alert with credit bureaus where warranted;
- Preparing communications for insureds to send to the Social Security Administration, state Department of Motor Vehicles and other government entities;
- Working with the insured to check for a recurrence of identity theft problems.

This program uses case managers who are licensed investigators and who are able to take action on behalf of insureds, with their permission, through a limited power of attorney.

Insurance protection to cover victims' expenses

Farmers Mutual Fire Insurance Company's Identity Recovery program includes Expense Reimbursement. This coverage pays for the out-of-pocket costs victims incur to restore credit and identity records to pre-theft status. These include the cost of:

- Various legal fees caused by identity theft (including costs for both civil and criminal defense);
- Lost wages as a result of time away from work;
- Costs for child or elder care as a result of time away from home;
- Cost of obtaining credit repository reports;
- Fees when reapplying for loans initially declined due to falsified credit information;
- Postage, phone and shipping fees;
- Costs for mental health counseling; and
- Costs for other expenses that arise directly from the identity theft.

"With identity theft striking millions of people each year, we saw a need to address this risk," said Bob Fitzsimmons.

Contact your Farmers Mutual Fire Insurance Company agent for more information on Identity Recovery Coverage for Homeowners, Mobile Homeowners and Farmowners.



Farmers of Marble, PA
Farmers Mutual Fire Ins. Co.