

## Your Services Include

### FRAUD RESOLUTION

Personalized resolution of any issue or suspicion of an issue associated with identity fraud.

### CONCIERGE IDENTITY ASSISTANCE

Personal assistance replacing or changing documents while traveling or moving; or updating documents as the result of a marriage, divorce or death of a spouse.

### SOCIAL NETWORK SERVICE

Assistance in maintaining and correcting reputation issues associated with social media and bullying.

### REPUTATION SERVICES

Helps ensure accurate background checks on you and your family members.



**Protect the people you love,  
and your personal information.**

In today's technology-driven world, nothing is more important than personal privacy, the core of which is personal identity. Concerns now envelop multiple facets of our lives requiring comprehensive identity protection to supersede traditional fraud issues. To address your contemporary needs, Buckeye Insurance Group has selected a robust suite of additional services to compliment and enhance our fraud resolution services for our homeowner and farmowner policyholders.

Guardian Plus programs provide \$10,000 fraud expense coverage and resolution services at no additional cost. Other homeowner and farmowner programs make available fraud expense coverage and resolution services for a nominal premium.

To utilize any of these services please contact your local Buckeye Insurance Group agent to be connected with your personal fraud specialist. Learn more and locate your local agent at: [buckeye-ins.com](http://buckeye-ins.com).

*Enjoy peace of mind relying on the experience  
and stability of a company you can trust.*

# PERSONAL IDENTITY MANAGEMENT SERVICES

## FRAUD RESOLUTION

Should you become victimized or suspect fraud, this customer centered service manages the case on your behalf. You will have personalized case-management resolution, unlimited access to your personal fraud specialist, and free monitoring products to protect your identity.

## HOME AND AUTO BREAK-IN CLAIMS ENHANCEMENT

If you experience a home or automobile break-in you are vulnerable to further crimes. Buckeye Insurance Group now provides proactive identity protection in the case of a break-in. Your personal fraud specialist will place protective measures to guard against subsequent fraud.

## DOCUMENT RECOVERY

This service replaces lost or stolen documents - useful for victims of natural disasters or home fires. Your fraud specialist can assist you in having continued access to your accounts and serve as a communications hub between you and your family and interested parties.

## IDENTITY TRAVEL RESPONSE SERVICES

A concierge service for domestic and international travels who experience lost or stolen documents, airline tickets, credit cards, et. Goals of this service are to: replace documentation, protect your financial integrity, maintain access to financial accounts and expedite your return.

## BENEFICIARY SERVICES

Assists the surviving spouse or executor of an estate. Program includes fraud review, suppression of deceased files, notification of death, and procurement of documents to settle the estate.

## RELOCATING RESIDENCES

Specialist assists with mail forwards, provides proactive tips to avoid fraud as a result of the relocation process, and conducts an Identity Wellness Checkup after the move is complete.

## DEPLOYED MILITARY PERSONNEL SERVICES

You can expect special services for military personnel and families. This program includes Active Duty Military Fraud alerts; and removal from personalized marketing lists and pre-approved credit offers.

## IDENTITY RISK MITIGATION FOR MINORS

The specialized program deals with infant and minor fraud resolution and proactive suppression of minor credit files. Resolution of these cases requires special knowledge and expertise.

## REPUTATION SERVICES

Approximately 20% of all background checks contain erroneous information, the majority of which is never corrected. This service provides assistance correcting errors and removing old information which should not be in databases.

## SOCIAL NETWORK SERVICES

This service guides social media users to protect personal information, preserve online privacy, purge inappropriate postings, defend against fraud, and protect mobile devices. This service also investigates cyber-stalking and cyber-bullying.

## MARRIAGE & DIVORCE SERVICES

Specialist reviews the couple's credit files and recommends appropriate action. Assistance with name change and licensing. Same Assistance for perspective divorcees with assistance to reclaim family name.



**BUCKEYE**  
INSURANCE GROUP

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