

Member Identity Protection Services

The identity protection of our members' private information is our top priority. To provide you with optimal protection, we offer you identity protection services through Experian®, an industry leader in providing credit monitoring and identity theft protection services. This service is being provided to you, free of charge, for as long as you are a Blue Cross member.

Experian Identity Protection Services Include:

- Credit monitoring—an ongoing review of activity that may affect credit
- Fraud detection—the identification of potentially fraudulent use of your identity or credit
- Credit and identity repair—assistance in resolving issues of fraud that negatively impact your credit or identity

Your Options and How to Enroll

As a Blue Cross member, you and your family can enroll in two of Experian's identity protection products:

Experian product	What does it provide?	Who is it for?	How to enroll
ProtectMyID®	<ul style="list-style-type: none"> • Daily credit monitoring services • Alerts • Credit report checks in Experian's consumer credit database • Identity theft insurance • U.S.-based fraud resolution team support 	You and dependents over 18	Visit the Experian ProtectMyID website at www.protectmyid.com/bcbsma and follow the enrollment steps for each person you wish to sign up. You will need engagement code: PC97753.
FamilySecure™	<ul style="list-style-type: none"> • Monthly credit monitoring • Credit file misuse alerts • Comprehensive fraud resolution support 	Dependents under 18	Visit the Experian FamilySecure website at www.familysecure.com/bcbsma and follow the enrollment steps for each dependent you wish to sign up. You will need engagement code: PC97754.

Note: To complete the enrollment process, you'll need your Blue Cross member ID card and the social security number for each individual you want to sign up.

Members in the following plans are not eligible for this service:

- FEP
- Medicare Advantage and BlueMedicare RX (PDP)

Questions for Experian?

If you have question about the Experian products or the enrollment process, please contact Experian directly. Depending on your selected product, visit the ProtectMyID website at **www.protectmyid.com/bcbsma** or the FamilySecure website at **www.familysecure.com/bcbsma**. Or, you can call Experian at **1-866-926-9803**.