TRAVELERS

Identity Fraud Expense Reimbursement

COVERAGE HIGHLIGHTS



The U.S. Federal Trade Commission (FTC) received more than **1.1 million** complaints of identity theft and reported that consumers lost more than **$12.5 billion** to fraud in 2024.

Source: **https://www.ftc.gov/news-events/news/press-releases/2025/03/new-ftc-data-show-big-jump-reported-losses-fraud-125-billion-2024**

WHY YOU NEED PROTECTION

Becoming a victim of identity fraud is a frightening, frustrating experience. It can happen to anyone at any time in a variety of ways, ranging from a stolen wallet or home burglary to online theft of your personal information.

Recovering from identity fraud means more than just canceling credit cards. Not only can it be a complicated and stressful experience, but it can cost your employee or member of your organization hours of time and out-of-pocket expenses to reestablish their credit and clear their name. The hard reality is that victims must painstakingly prove, often to disbelieving creditors, that the debts are not their own. Purchasing identity fraud expense reimbursement coverage for your employees or members can be an affordable and compelling addition to your benefits suite.

COVERAGE HIGHLIGHTS

Travelers Identity Fraud Expense Reimbursement coverage helps pay for expenses associated with resolving an identity fraud event and, perhaps most importantly, gives people tools and information to reduce their risk of future additional fraud.

In addition to expense reimbursement, Travelers has an endorsement for purchase that offers Identity Fraud Resolution Services through Cyberscout®, which includes:

- ✓ Exclusive online education resources providing tips and information to help avoid becoming a victim.
- ✓ 24/7 access to an expert fraud specialist.
- ✓ Document replacement help (i.e., Social Security card, birth certificate, passport, etc.).

In the event of an actual identity fraud, services include:

- ✓ Step-by-step guidance through the resolution process, including unlimited assistance to restore a victim's identity.
- ✓ 3-in-1 credit reporting.
- ✓ One year of free credit, cyber and fraud monitoring.

CLAIM SCENARIOS

Bogus charge accounts while on business travel

An executive was on business in Brazil when their identity was stolen and significant charges were made to their corporate card. In order to file an affidavit of loss with the local Brazilian authorities, the executive was required to provide a sworn statement in person. Total expenses for time off work, travel expenses, phone charges and the cost to replace the executive's passport were $4,500.

Medical identity fraud

An individual from Illinois discovered a number of questionable billings on their medical insurance annual summary of benefits. Someone had stolen their identity and their children's identities to secure medical services in their names.

After struggling with the healthcare institution to release the personal medical information, the individual hired an attorney to help. The attorney was able to contest the services and clean up the individual's medical history. It took more than six months to resolve the identity fraud and cost nearly $6,000 in attorneys fees, lost wages and fees for copies of X-rays and other medical records.

WHY TRAVELERS?

- We've provided effective insurance solutions for more than 170 years and address the needs of a wide range of industries.
- We consistently receive high marks from independent ratings agencies for our financial strength and claims-paying ability.
- With offices nationwide, we possess national strength and local presence.
- Our dedicated underwriters and claim professionals offer extensive industry, product and risk management knowledge.

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Claims scenarios are based on actual claims, composites of actual claims, or hypothetical situations. Resolution amounts are approximations of both actual and anticipated losses and defense costs. Facts may have been changed to protect confidentiality.

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