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.

Identity Theft Protection

What happens if I don't set up my account?
Your identity will still be monitored using enrollment information (name, date of birth, and Social Security Number) for possible suspicious activity alerts. However, to access full features such as credit monitoring or device security, you'll need to set up your account.

Does signing up affect my credit score?
No, signing up for IdentityIQ® and the soft inquiries we use for monitoring will not impact your credit score.

What does the $1 million identity theft insurance cover?
The primary member's identity theft insurance covers lost wages, legal fees, and stolen funds reimbursement up to $1 million.*

What If I Suspect Identity Theft?
Contact our Customer Care Team as soon as possible at 877–875–4347.

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.

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Frequently Asked Questions

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 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.

How do I reach an attorney?
Call 888-228-4635 to connect with an attorney.

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.

Financial Wellness

How do I access my benefits?
Log in to IdentityIQ and locate the "Credit & Debt® Personal Finance Hub" widget on your dashboard. This will redirect you to the Credit & Debt website.

How do I connect with a financial coach?
Once logged in to IdentityIQ, find the "Financial Coaching" widget on your dashboard. Complete the coach request form, and a National Foundation for Credit Counseling-certified coach will contact you directly. You can also find a contact number displayed for a quicker response.

How do I sync my bank account?
Sign in to your Credit & Debt account. Click "+Sync" on the pop-up or the "Sync Your Account" button in the top right corner. Search for your financial institution or select from the provided options. Then, enter your online account credentials.

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