

user guide

How to get the most out of your identity protection benefit

Allstate Identity Protection Pro+ Cyber

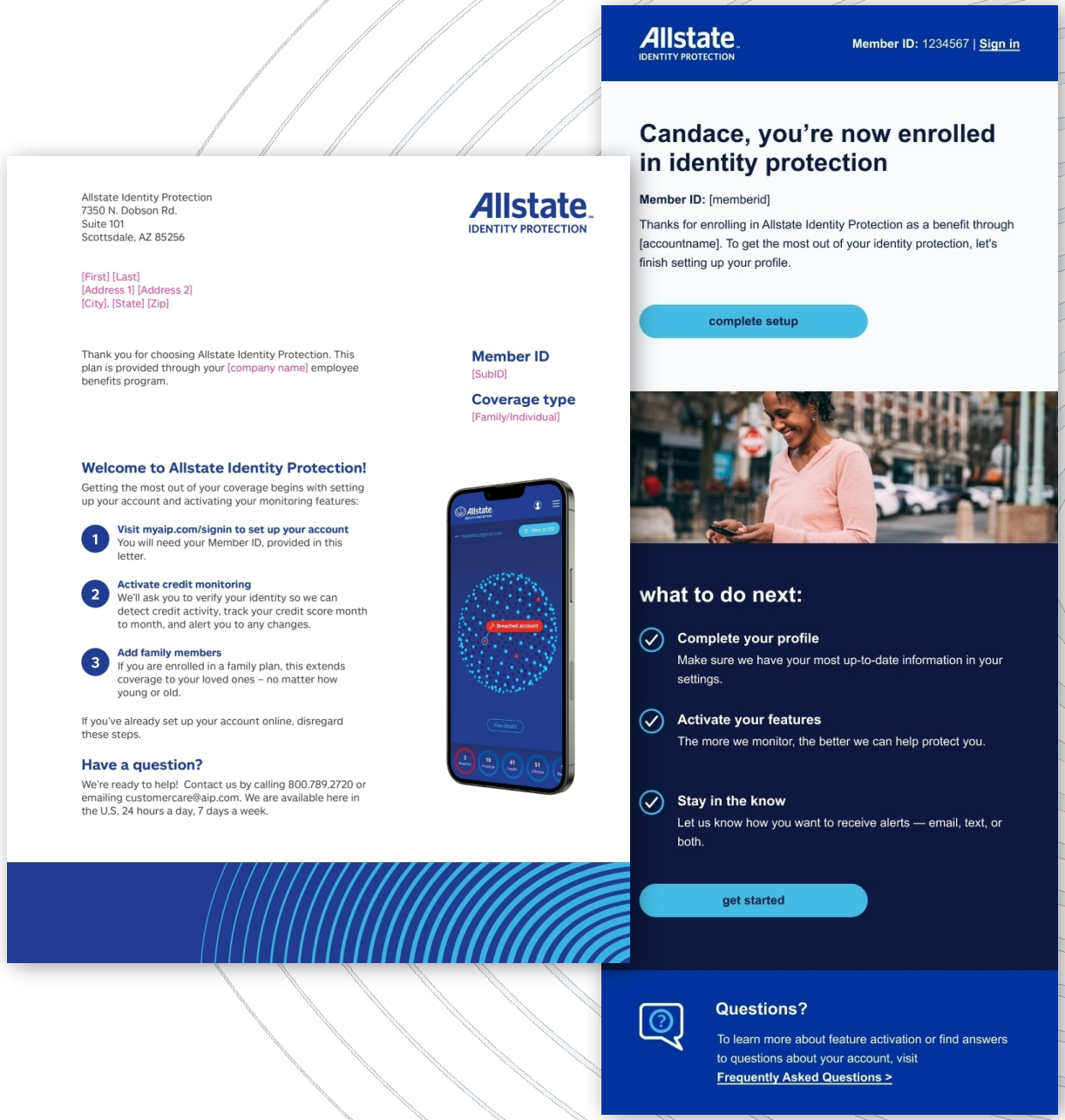
Allstate®
IDENTITY PROTECTION

welcome email

You'll receive a welcome email between 24 and 48 hours after your effective date. You will also receive a welcome letter via regular mail.

Your welcome email contains your Member ID.

In your welcome email, click on the “complete setup” or “get started” buttons to reach the account activation page in the portal.



Allstate Identity Protection
7350 N. Dobson Rd.
Suite 101
Scottsdale, AZ 85256

Allstate IDENTITY PROTECTION

[First] [Last]
[Address 1] [Address 2]
[City], [State] [Zip]

Thank you for choosing Allstate Identity Protection. This plan is provided through your [company name] employee benefits program.

Member ID
[SubID]

Coverage type
[Family/Individual]

Welcome to Allstate Identity Protection!

Getting the most out of your coverage begins with setting up your account and activating your monitoring features:

1. **Visit myaip.com/signin to set up your account**
   You will need your Member ID, provided in this letter.
2. **Activate credit monitoring**
   We'll ask you to verify your identity so we can detect credit activity, track your credit score month to month, and alert you to any changes.
3. **Add family members**
   If you are enrolled in a family plan, this extends coverage to your loved ones – no matter how young or old.

If you've already set up your account online, disregard these steps.

Have a question?

We're ready to help! Contact us by calling 800.789.2720 or emailing customercare@aip.com. We are available here in the U.S. 24 hours a day, 7 days a week.

Allstate IDENTITY PROTECTION Member ID: 1234567 | Sign in

Candace, you're now enrolled in identity protection

Member ID: [memberid]

Thanks for enrolling in Allstate Identity Protection as a benefit through [accountname]. To get the most out of your identity protection, let's finish setting up your profile.

complete setup

what to do next:

- **Complete your profile**
  Make sure we have your most up-to-date information in your settings.
- **Activate your features**
  The more we monitor, the better we can help protect you.
- **Stay in the know**
  Let us know how you want to receive alerts — email, text, or both.

get started

Questions?

To learn more about feature activation or find answers to questions about your account, visit
Frequently Asked Questions >

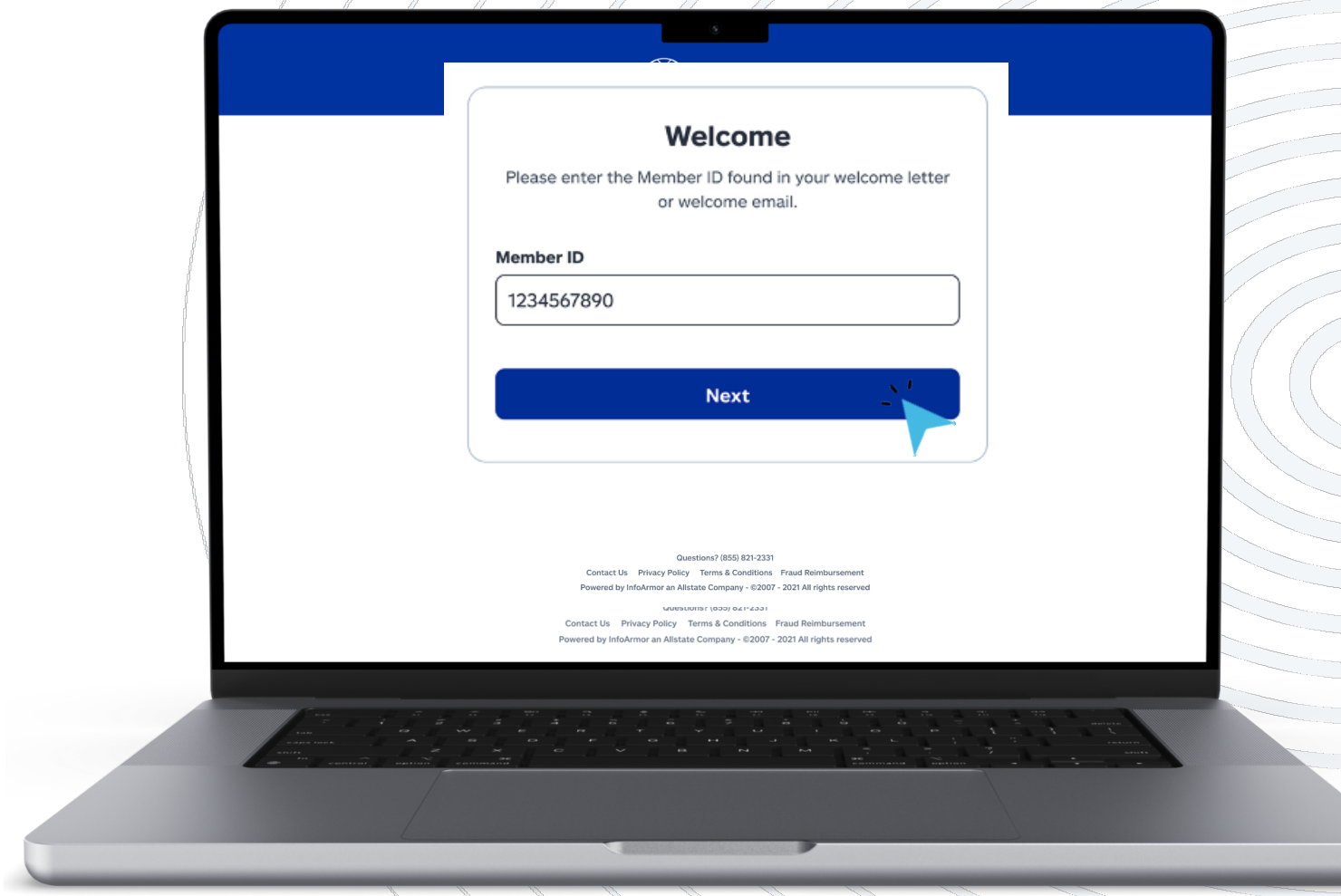
online enrollment

To activate your account, enter your Member ID and click the “Next” button.

You'll be prompted to confirm your:

- Social Security number
- Date of birth

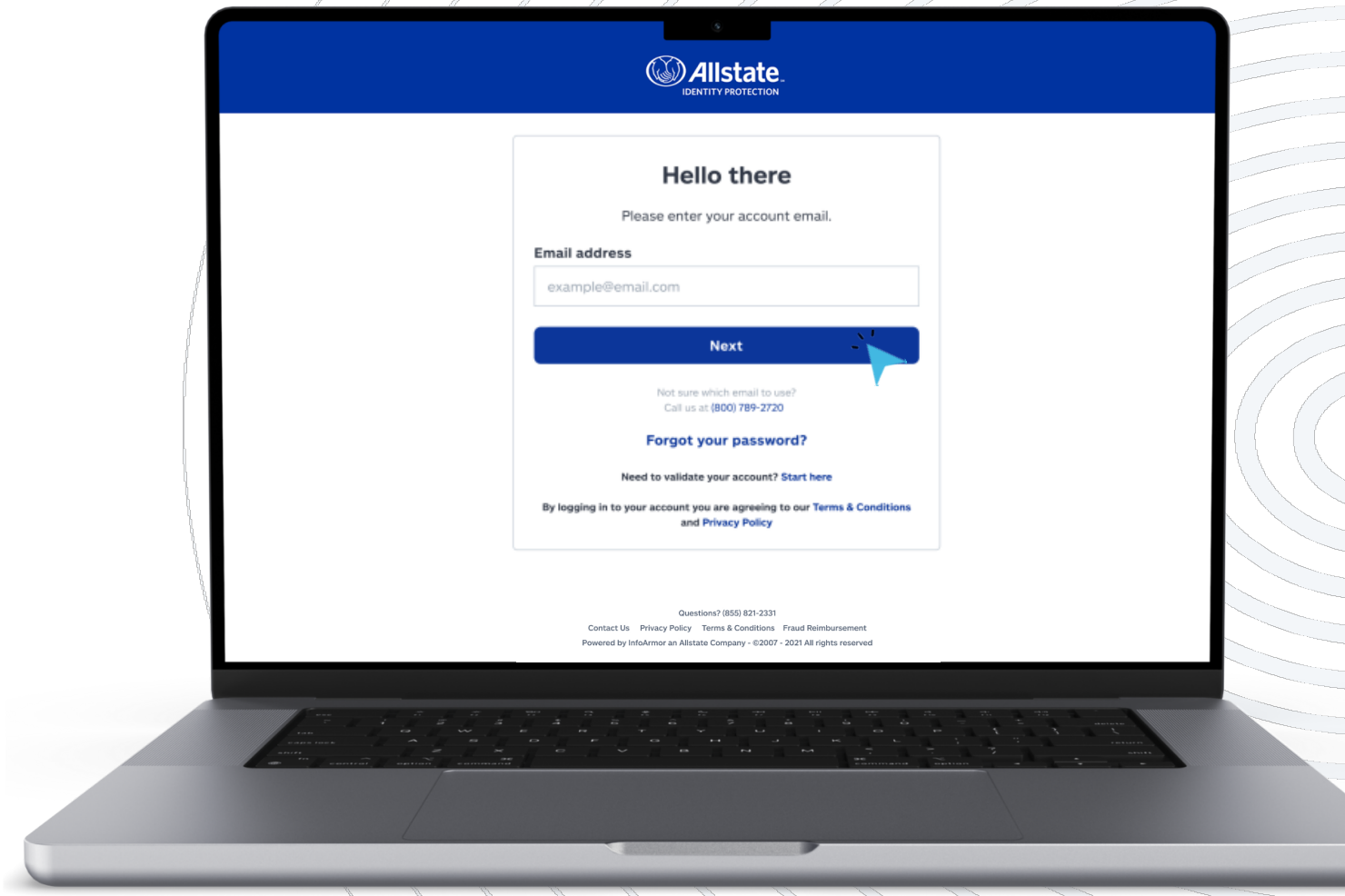
We require that our members verify their personal information to confirm they are the individual activating the account.



set up your login credentials

Add your email address and click the “Next” button.
Then create your password and click the “Next” button.

Be sure to use a personal email address, instead of a work email address, to ensure you receive your alerts.



validate your email address

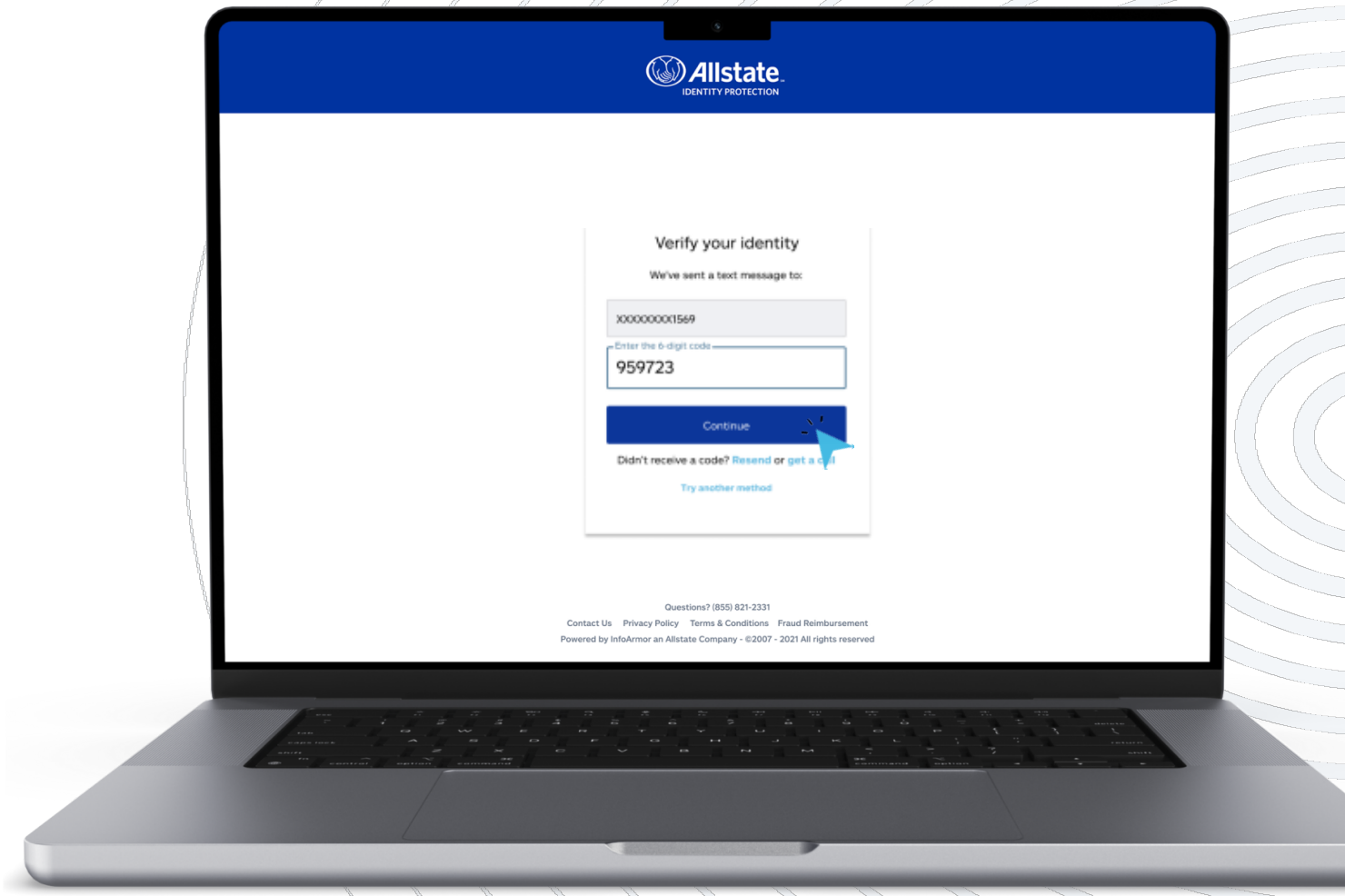
Once you have entered your email address and set your password, check your email. You'll receive a message verifying your account. Click the link in the email verification message to confirm verification and return to the portal.



log in to the portal

When you reach the portal log-in page, enter the password you created to log in to the portal and click the “Continue” button.

You'll be prompted to secure your account by verifying your account with your phone number.



the login process

Why two-factor authentication?

Two-factor authentication provides an added layer of protection to members' accounts.

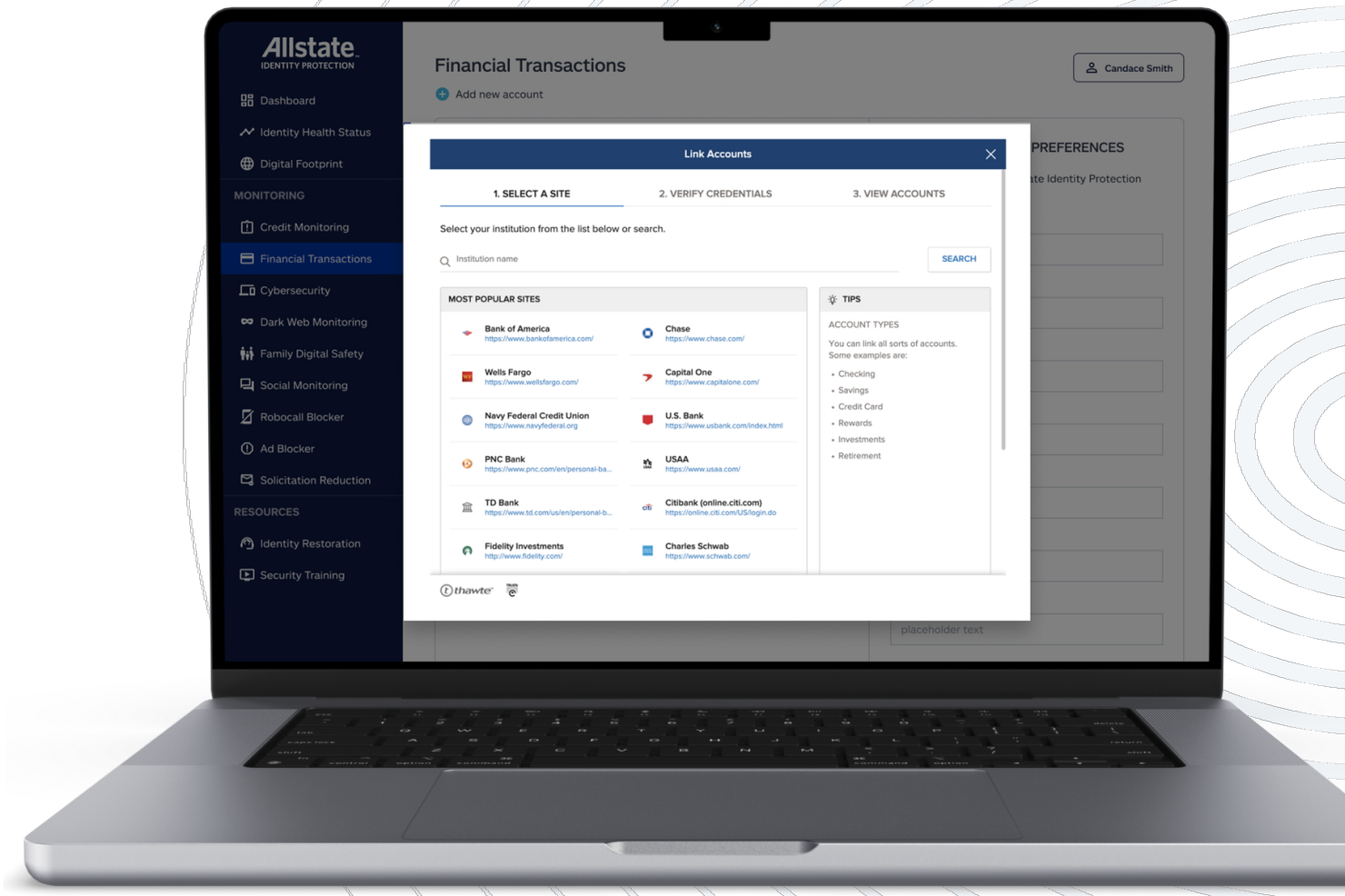


activation

Once you have verified your identity and logged in successfully, your account has been activated.

We can immediately activate credit monitoring, financial institution monitoring and high-risk transaction monitoring. The portal will prompt you to link your accounts in each of the tabs listed to the left. The more information you provide, the more thorough our monitoring can be.

If you are unable to confirm your personal information, you will need to call Customer Care to verify your identity.

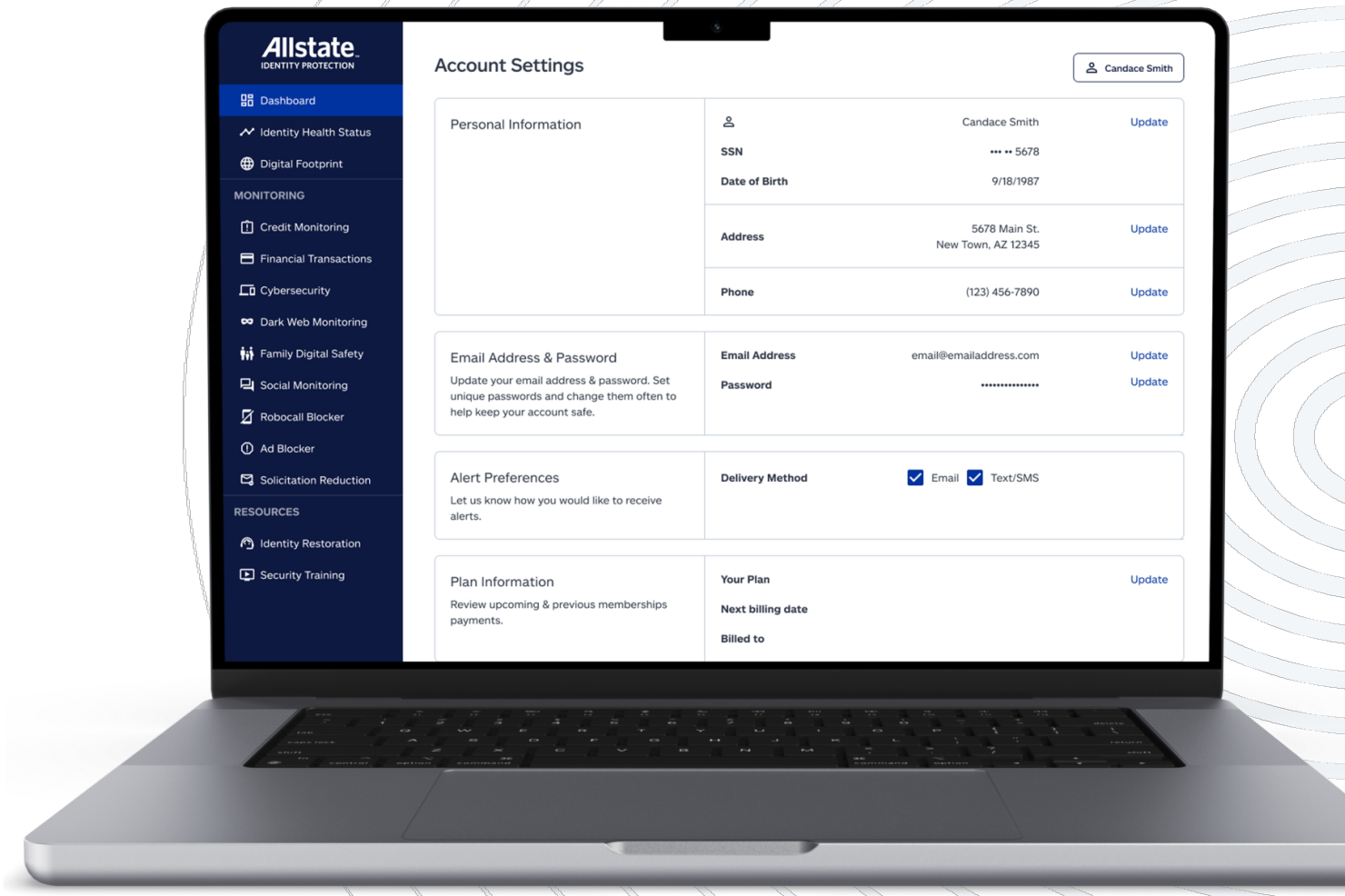


alert preferences

To confirm how you would like to receive identity monitoring alerts, click your name bubble in the top right corner of the portal and select “Settings.” Then select “Alerts.”

You can skip this portion of your account activation, if you choose.

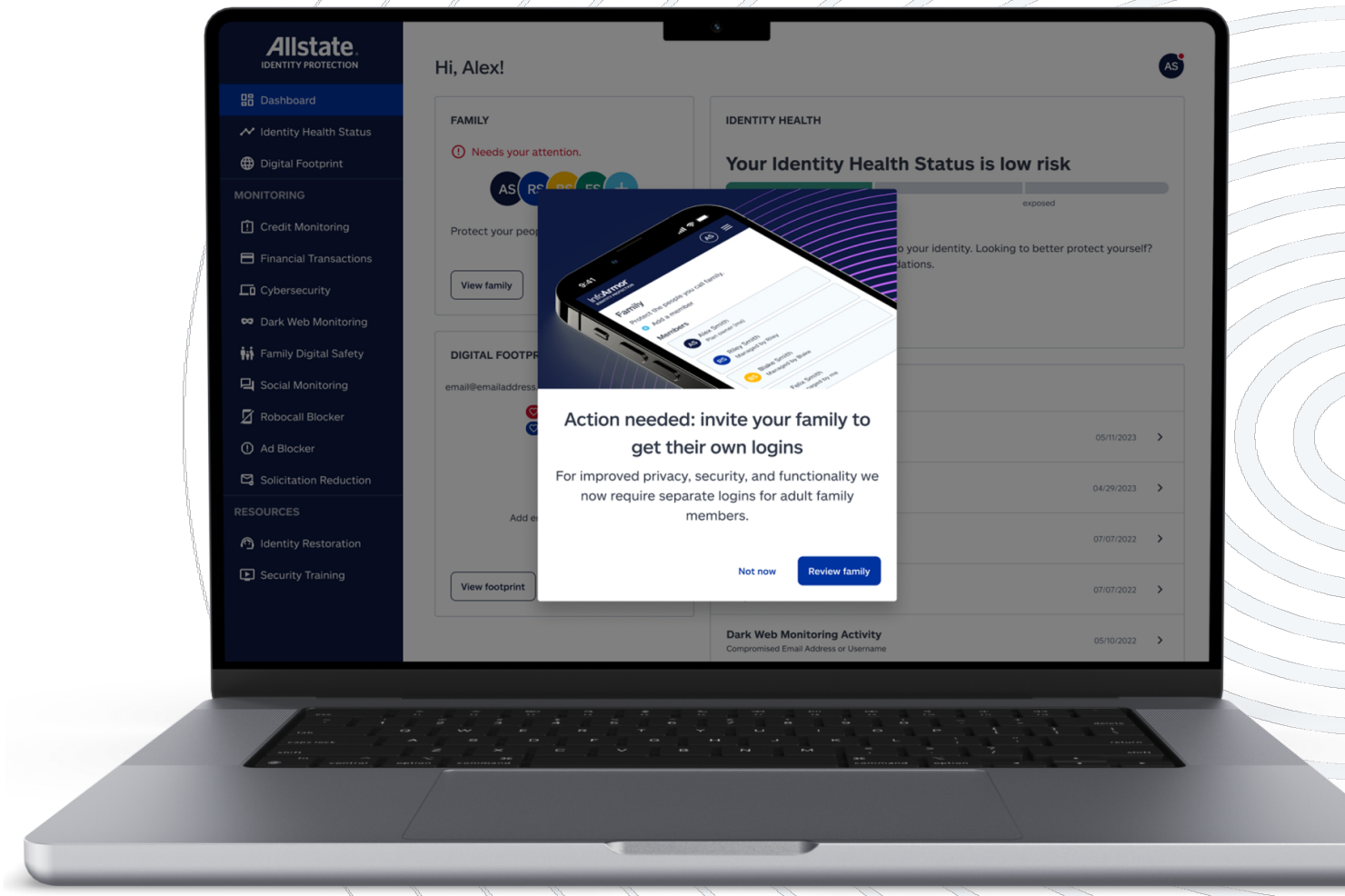
If you’d like to change your alert preferences later, you can do so by clicking on your name in the top right corner of the portal.



family plan management

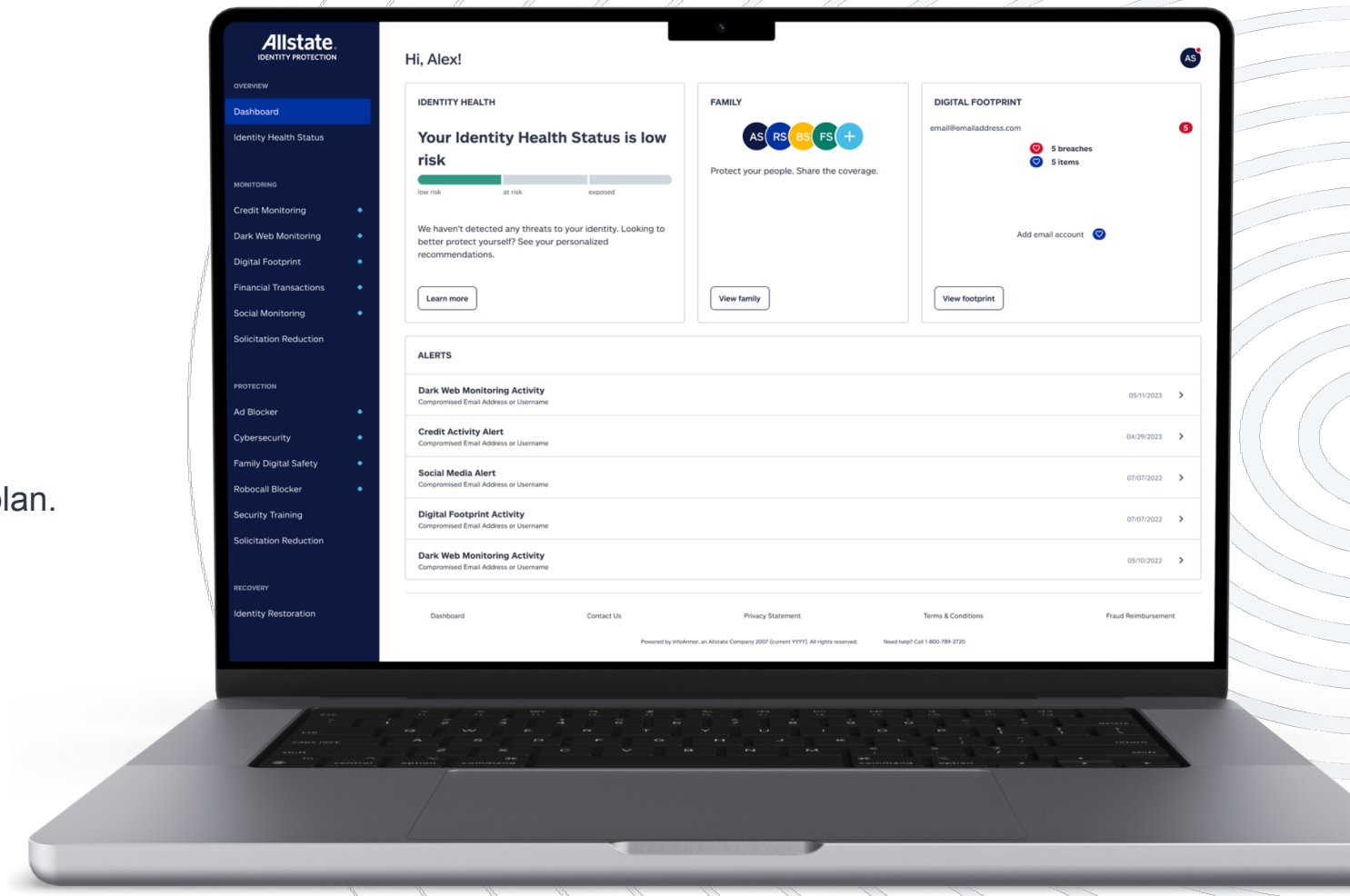
To manage and add accounts for minors or to invite adult family members to add their details, click on the Family Plan Management tab on the left side of the portal or click on your name bubble in the top right corner and select “Family.”

The portal will then prompt you to add or invite your family members.



activation process

You can now begin activating additional features.
Everything visible on your account is included in your plan.



about the portal images and feature descriptions in this user guide

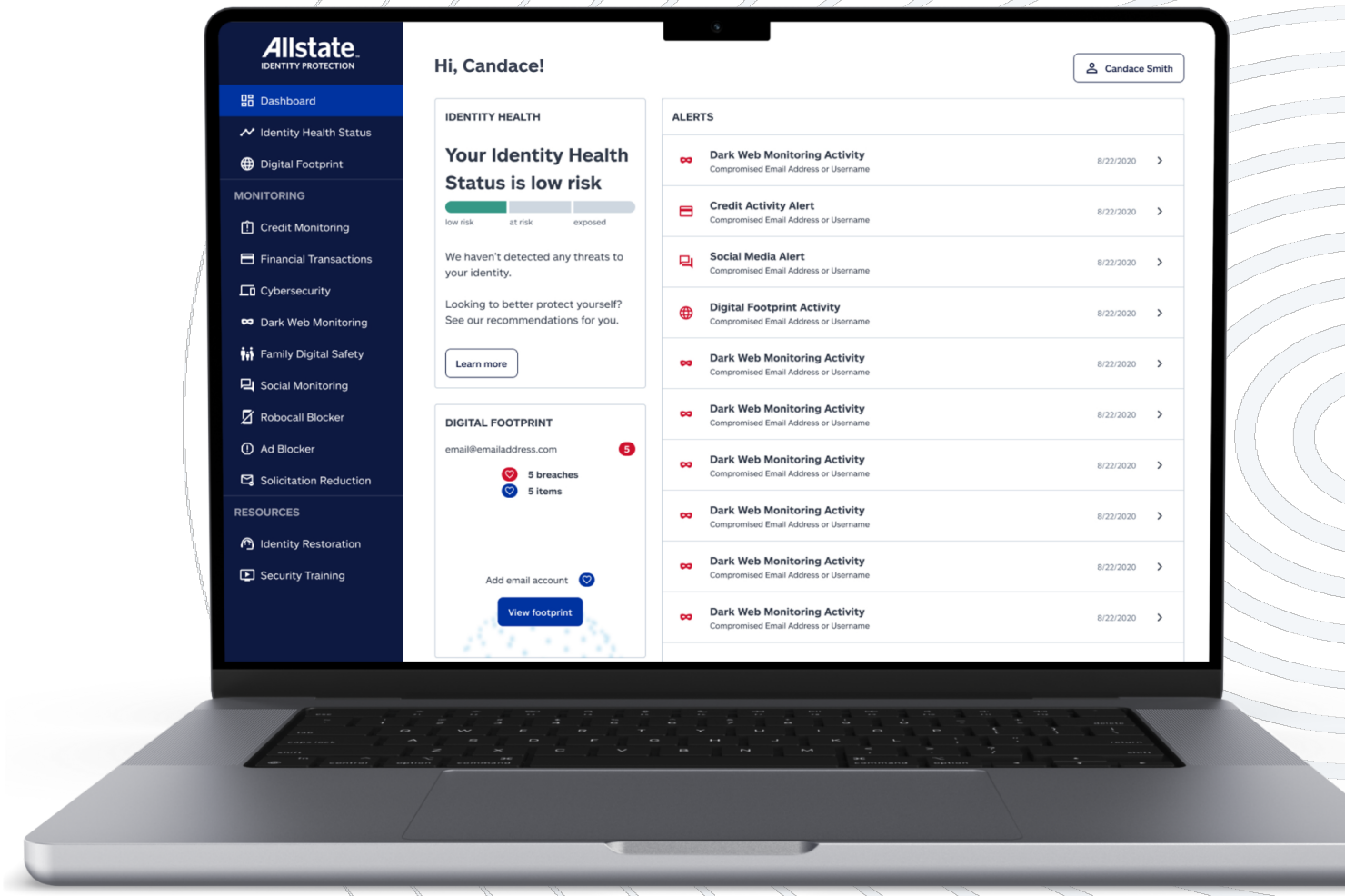
Some features are available only to Allstate Identity Protection Pro+ Cyber or Smart members. Feature availability will be indicated in the description of the feature. If neither Pro+ Cyber or Smart is specified, the feature is available to all members.*

*See full policy for details.

portal dashboard

On the portal dashboard, you can see an overview of your account:

- View your Identity Health Status, as well as access more information about how you can improve your status, if necessary.
- View details about your Digital Footprint, including any recent potential exposures we have discovered.
- If you have a family plan, see and manage the members of your family that are connected to your account.
- View and address any recent alerts you have received. Alerts are sent via email or text message, based on your selections.

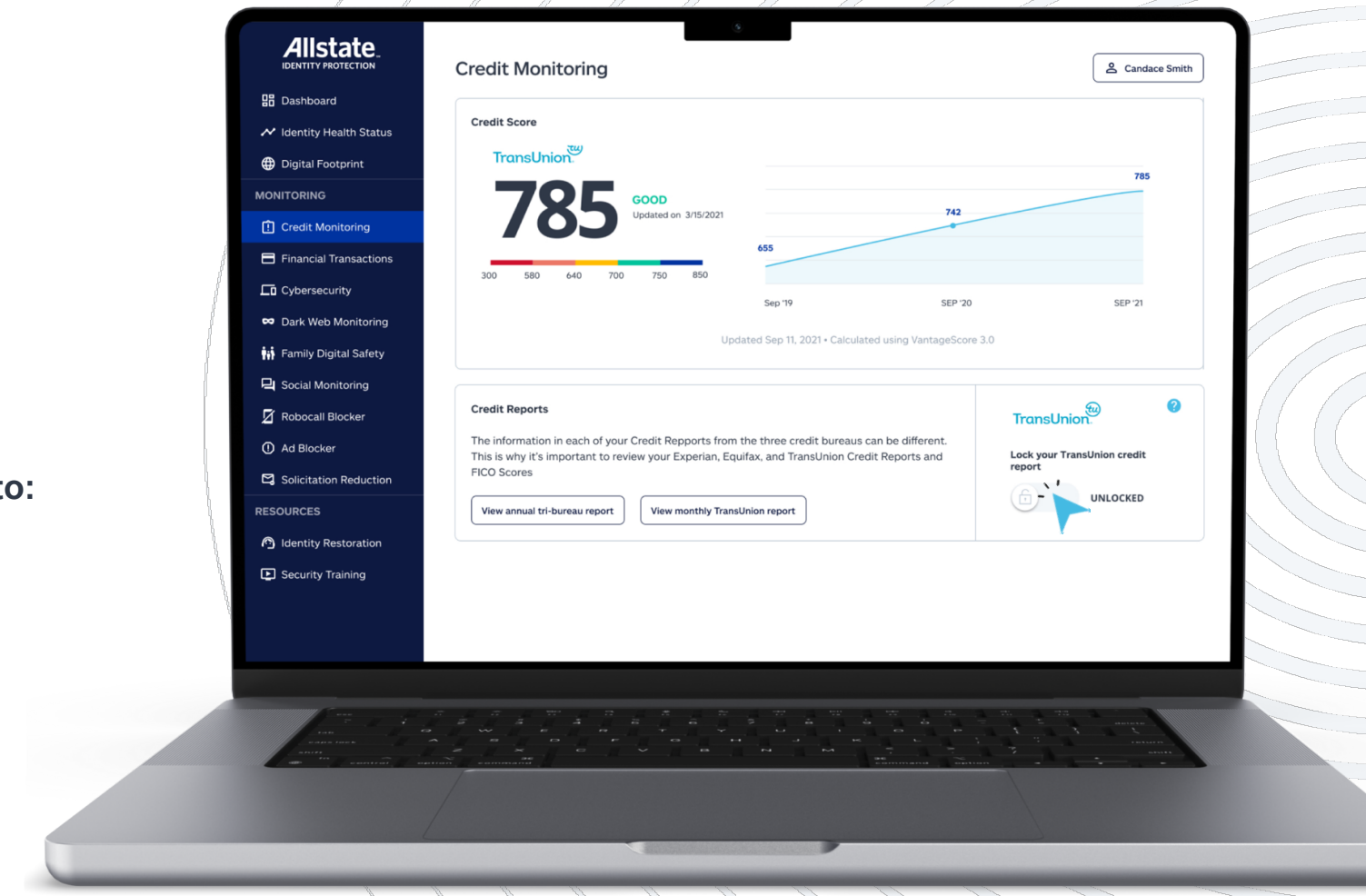


credit monitoring

Available with Allstate Identity Protection Pro+ Cyber

By activating credit monitoring, you have access to:

- Your tri-bureau credit score
- Your tri-bureau credit report
- TransUnion credit lock
- Credit report disputes
- Notifications when we detect credit activity

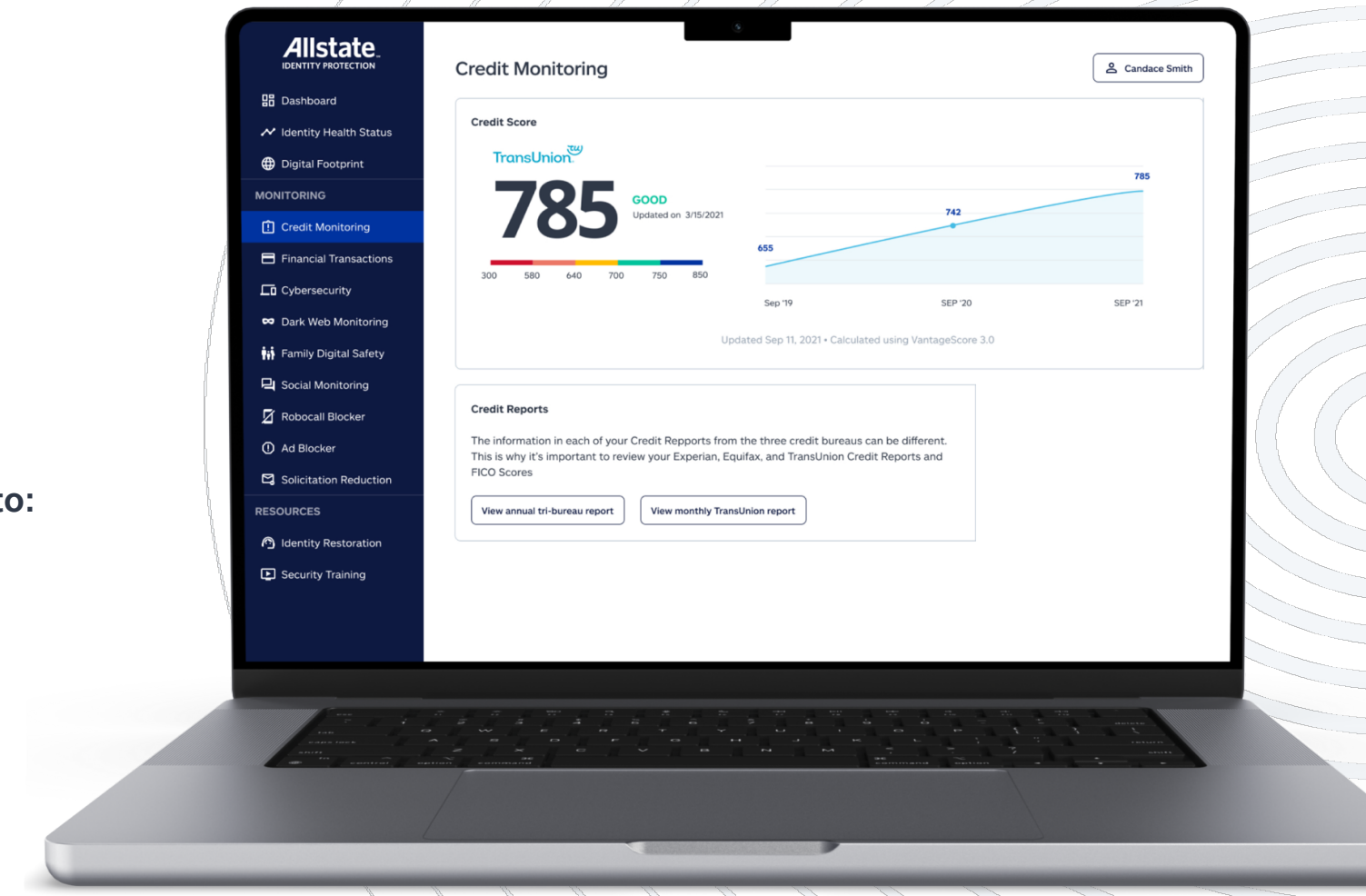


credit monitoring

Available with Allstate Identity Protection Smart

By activating credit monitoring, you have access to:

- Your TransUnion credit score
- Notifications when we detect credit activity

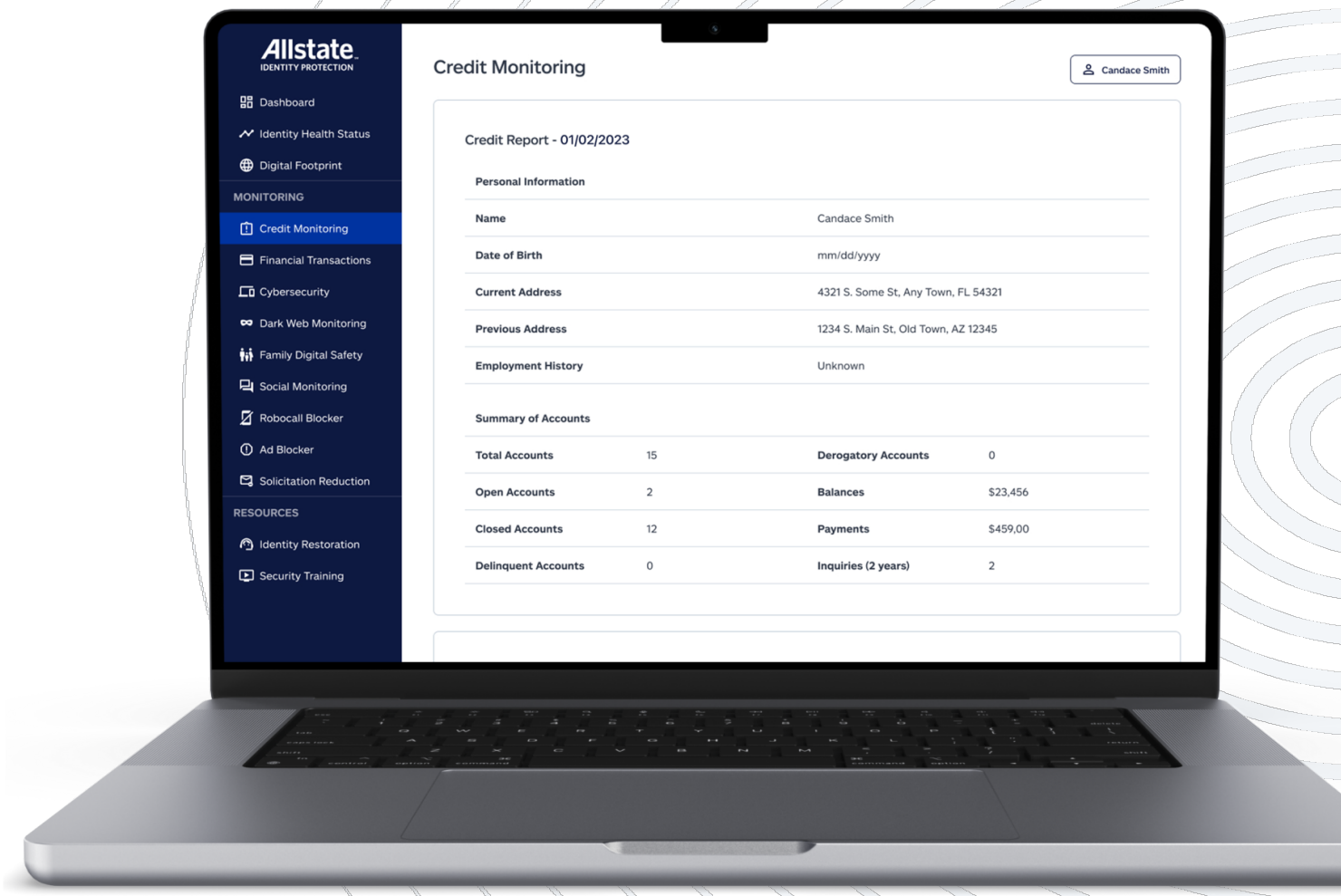


annual credit report and credit disputes

Available with Allstate Identity Protection Pro+ Cyber

Keep an eye on your accounts by viewing your annual tri-bureau credit report and TransUnion credit report.

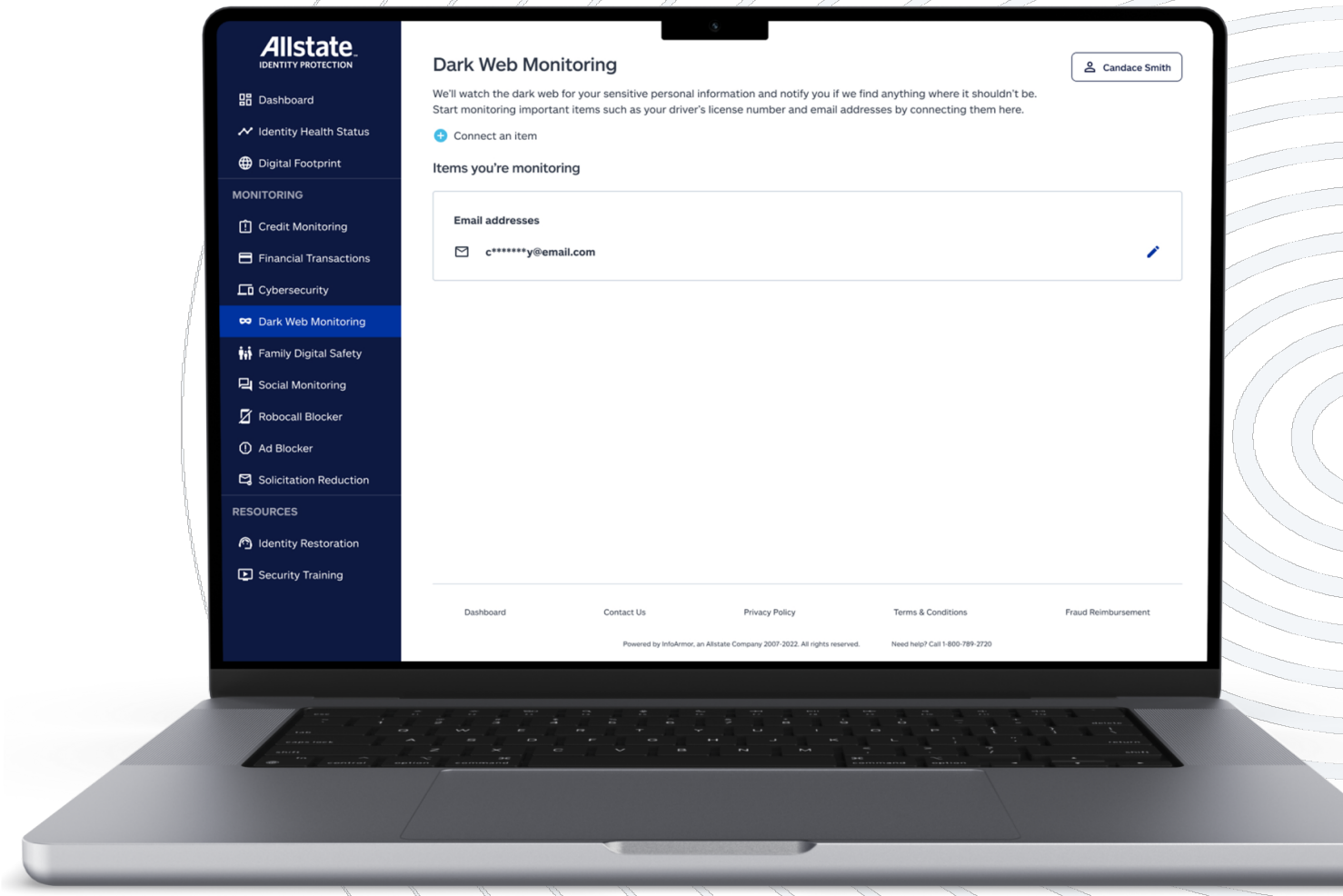
You can also submit a dispute regarding any incorrect information on your TransUnion credit report directly through the portal. To submit a dispute, click on your TransUnion credit report. Scroll down to the bottom of the report and click “Start a dispute.”



dark web monitoring

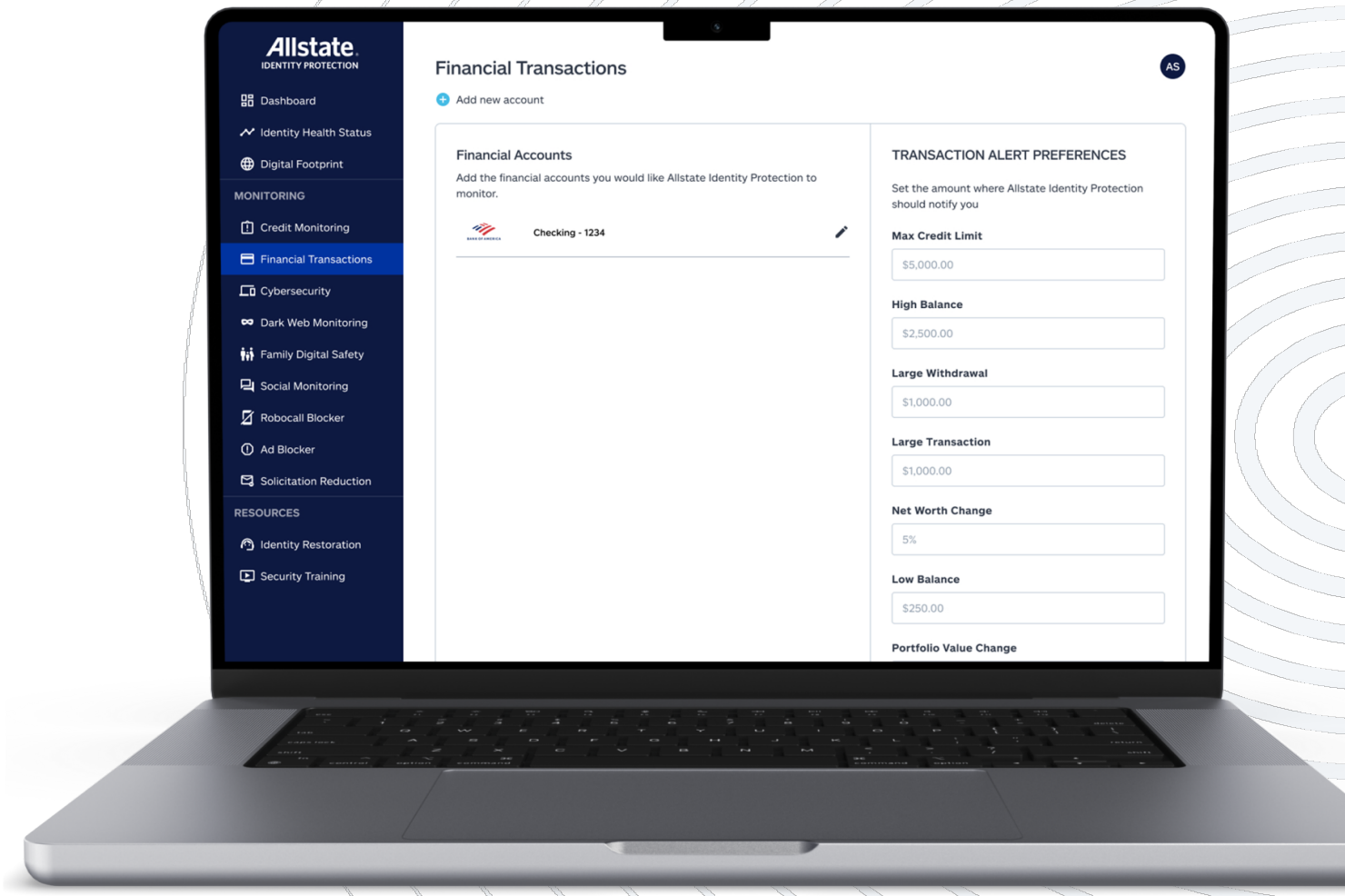
To activate, click ”Dark Web Monitoring” on the left side of the portal. Select “Add a new item” and enter each piece of information you want to monitor. You can include email addresses, numbers from driver’s licenses, credit cards, passports, and other sensitive items. You can use the category "other" to enter any additional information you would like to have monitored.

Should we discover any of the items entered here on the dark web, you will receive an alert.



financial transactions

To activate, click “Financial Transactions” on the left side of the portal. Select “Add new account” and then select your financial institution. Enter your account information to begin monitoring for suspicious activity. You can adjust your account thresholds or use the default thresholds that automatically appear. Add, edit information, and adjust thresholds on a variety of accounts such as savings, debit, HSAs, and 401(k)s.

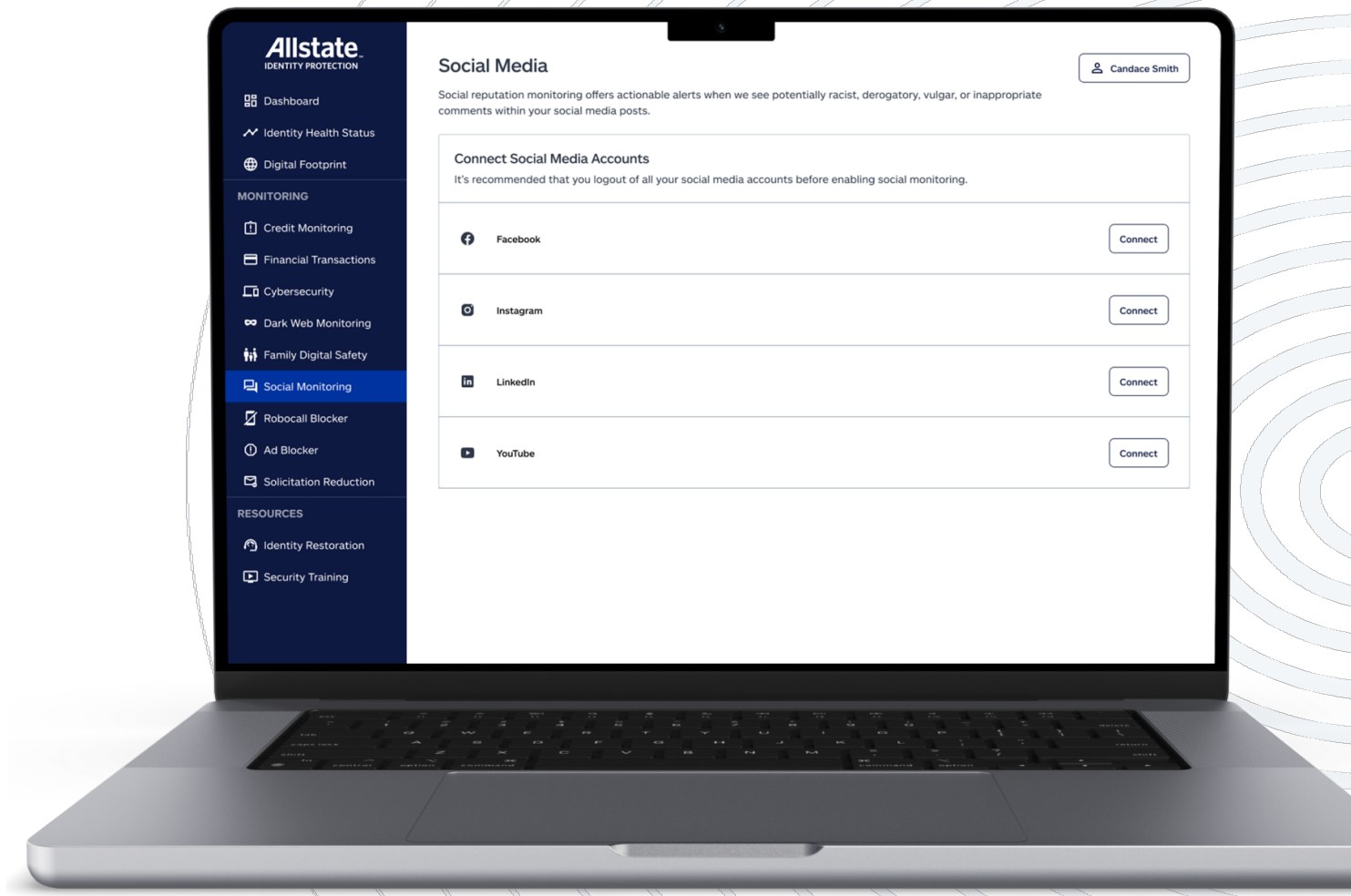


social media account takeover monitoring

Available with Allstate Identity Protection Pro+ Cyber

We use artificial intelligence to detect suspicious changes to your connected social account's name, username, profile image, or background image — changes that may indicate your account has been hijacked. We also search for impersonating accounts or posts that are using the same name or handle, as well as potentially malicious links posted on your feed. If we find anything, we alert you, so you can take action.

To activate, click on "Social Monitoring" in the portal. To add your Facebook, Twitter, LinkedIn, Instagram, and/or YouTube accounts, click "Connect" next to the type of account you want to monitor, then log into your social media account to link it to monitoring.

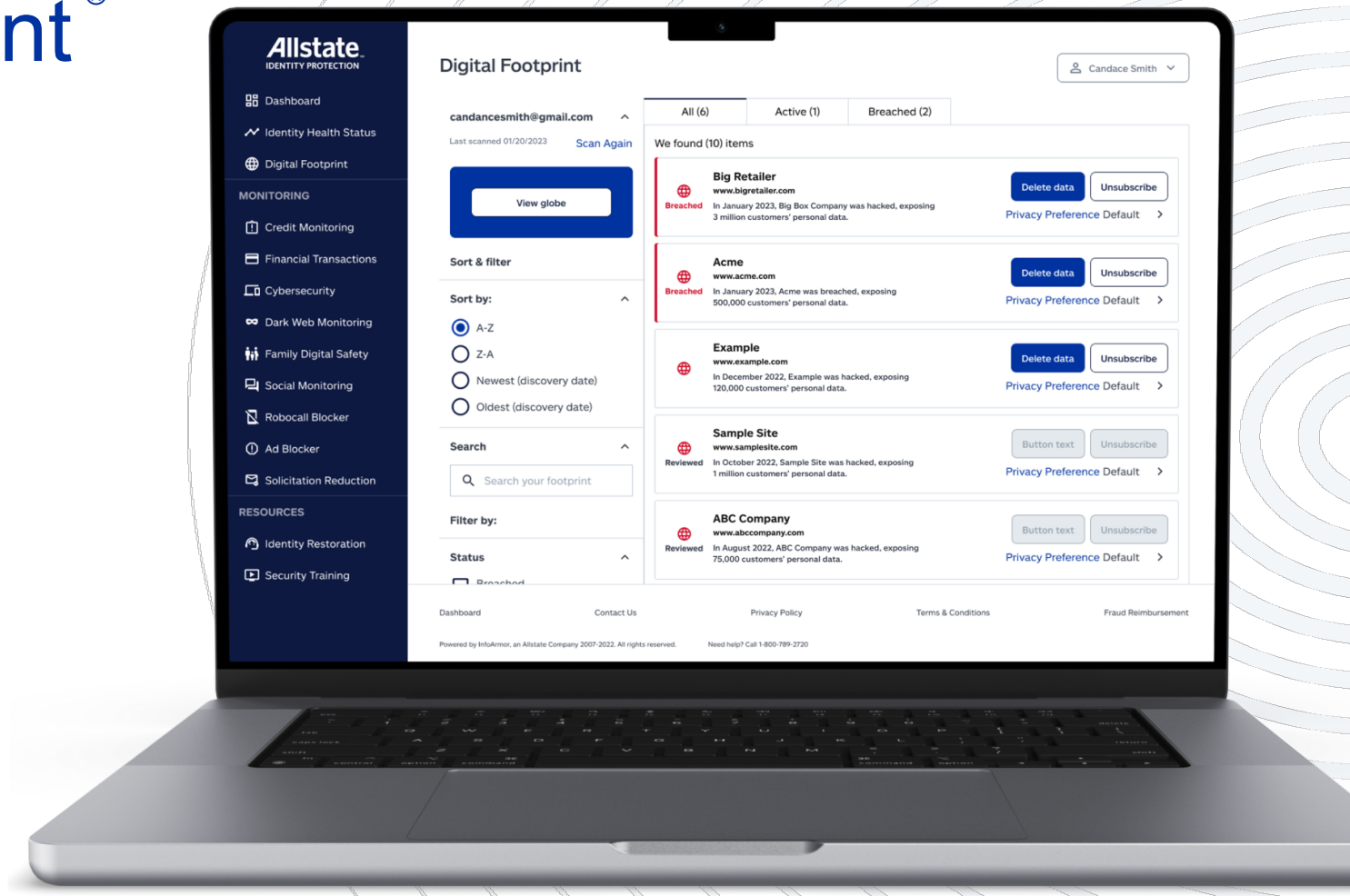


Allstate Digital Footprint®

Your digital footprint is a record of your online activity. It includes the sites you've visited, the places you've shopped at, and the accounts you've created. All of this activity could leave you exposed to breach or fraud.

To see and manage your personal data‡:

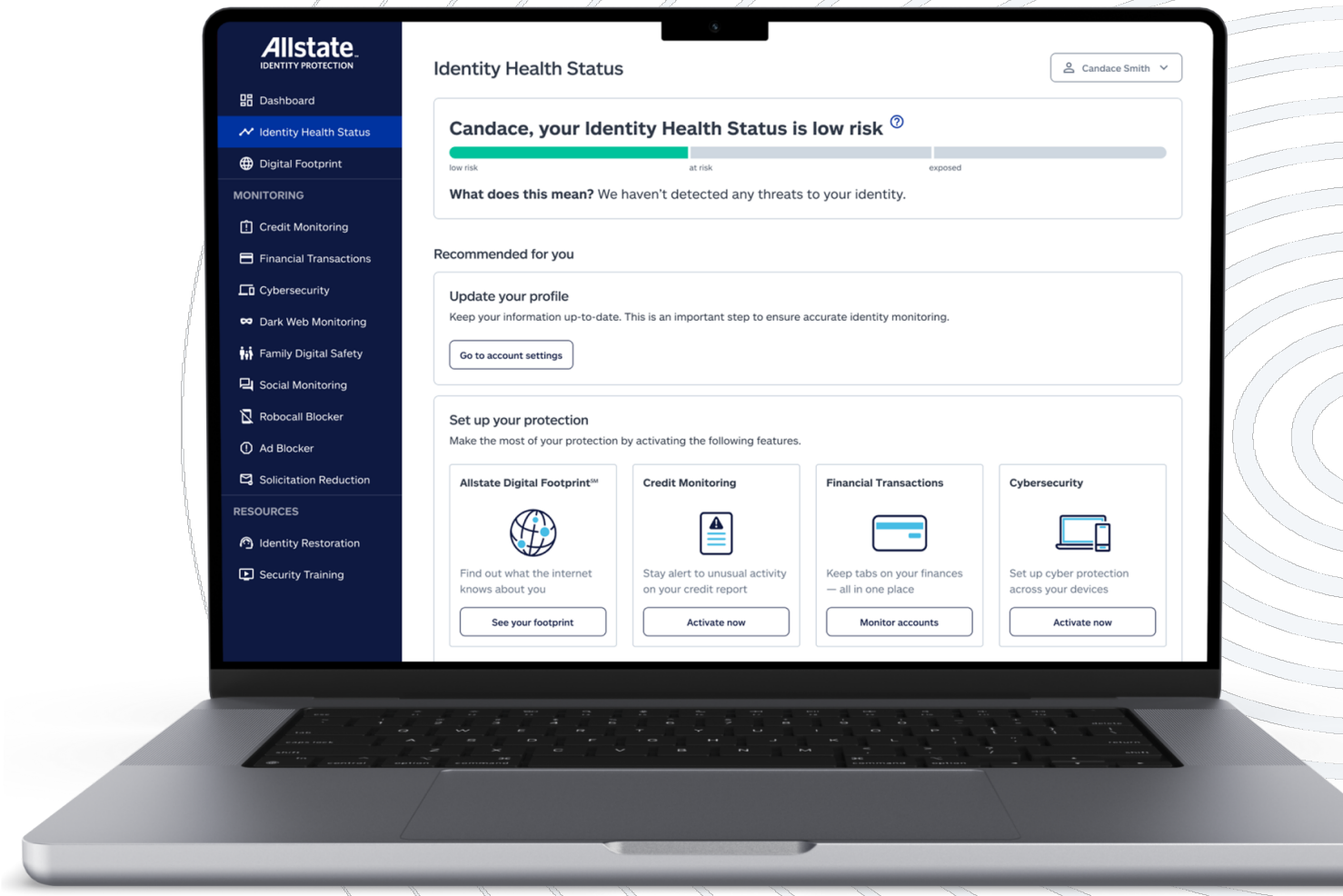
- Click the "Digital Footprint" tab and enter your email address. (The Allstate Digital Footprint supports Google, Yahoo, AOL, and Microsoft email addresses)
- Select "All" to see a list of all the connections we found, including the ones you may have forgotten about. We'll scan your digital footprint weekly and notify you if we uncover any new connections. You'll be able to access privacy insights to gain awareness on how companies use and share your data, as well as unsubscribe from unwanted accounts and send companies a request to delete your data.
- Select "Active" to see any requests we've sent or breaches that have been reviewed.
- Select "Breached" to see your breached accounts.
- Click your email address at the top of the screen to add additional addresses to the Digital Footprint or toggle between added accounts.



‡Some features require additional activation. Privacy management features cover up to five email addresses in a family plan. Robocall blocker and ad blocker can only be used by primary subscriber, even in a family plan. Cyber and family digital safety features are managed through the primary subscriber's account in family plans.

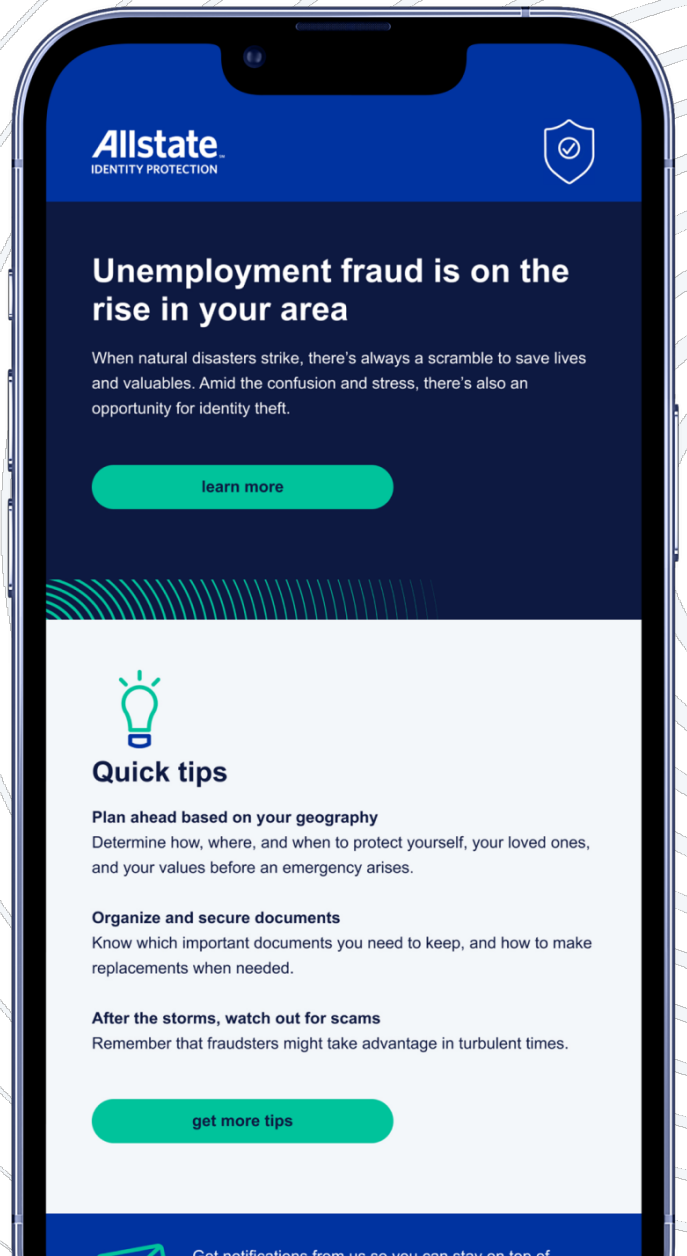
Identity Health Status

Click “Identity Health Status” on the left side of the portal to see a snapshot of your overall identity health and to view focused tips and expert advice to improve it. Your status is viewable within the portal and in your monthly status email.



Allstate Security Pro®

Receive personalized email alerts about heightened security risks and fraud trends, to help you stay prepared and protected. Available to all our members, no sign up required.



elder fraud protection

Elder Fraud Center and scam support

Visit the Elder Fraud Center to access our helpful resource hub built specifically for seniors, their families, and caretakers to easily understand and protect against scams or threats. Our identity specialists can provide customized care for older family members to identify and resolve scams or fraud, as well as create a plan together for proactive protection.

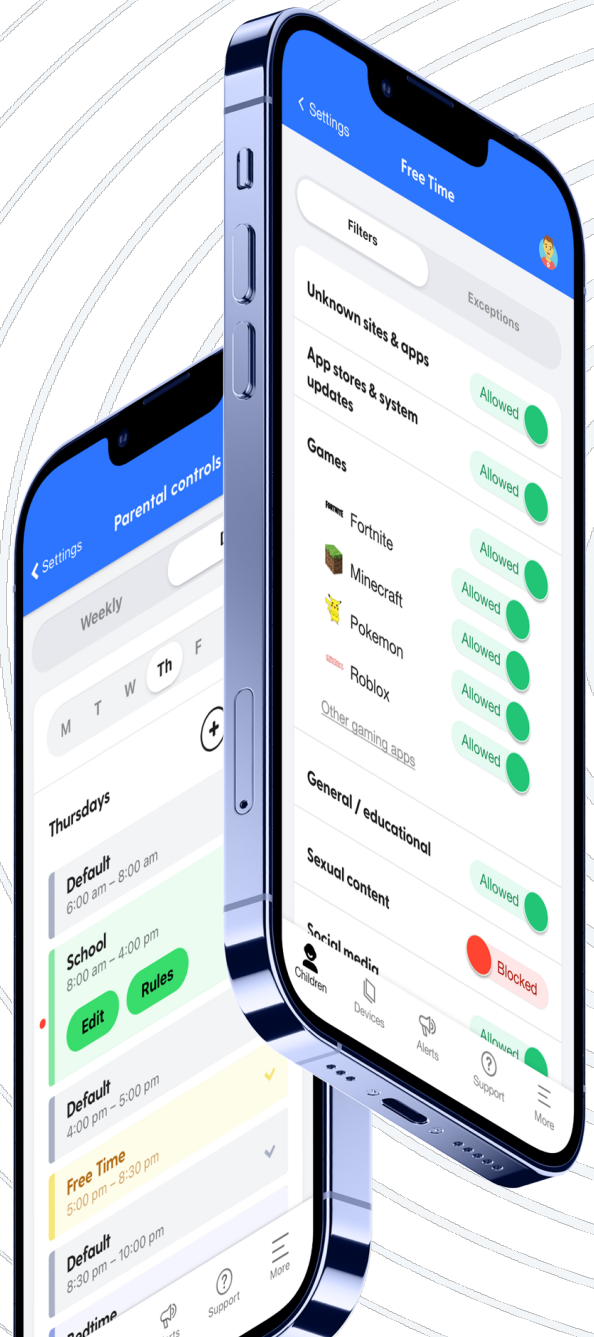


family digital safety tools with Bark for AIP*

Available with Allstate Identity Protection Pro+ Cyber

Download the Bark for AIP app, so you can manage and protect your children's online lives. Tools include:

- **Web filtering**
  Filter or block specific websites
- **Screen time management**
  Set healthy screen time limits
- **Parental monitoring and alerting**
  Manage and monitor which apps are installed on their device and when those apps can be used
- **Location tracking**
  Track device locations so you know where they are without asking

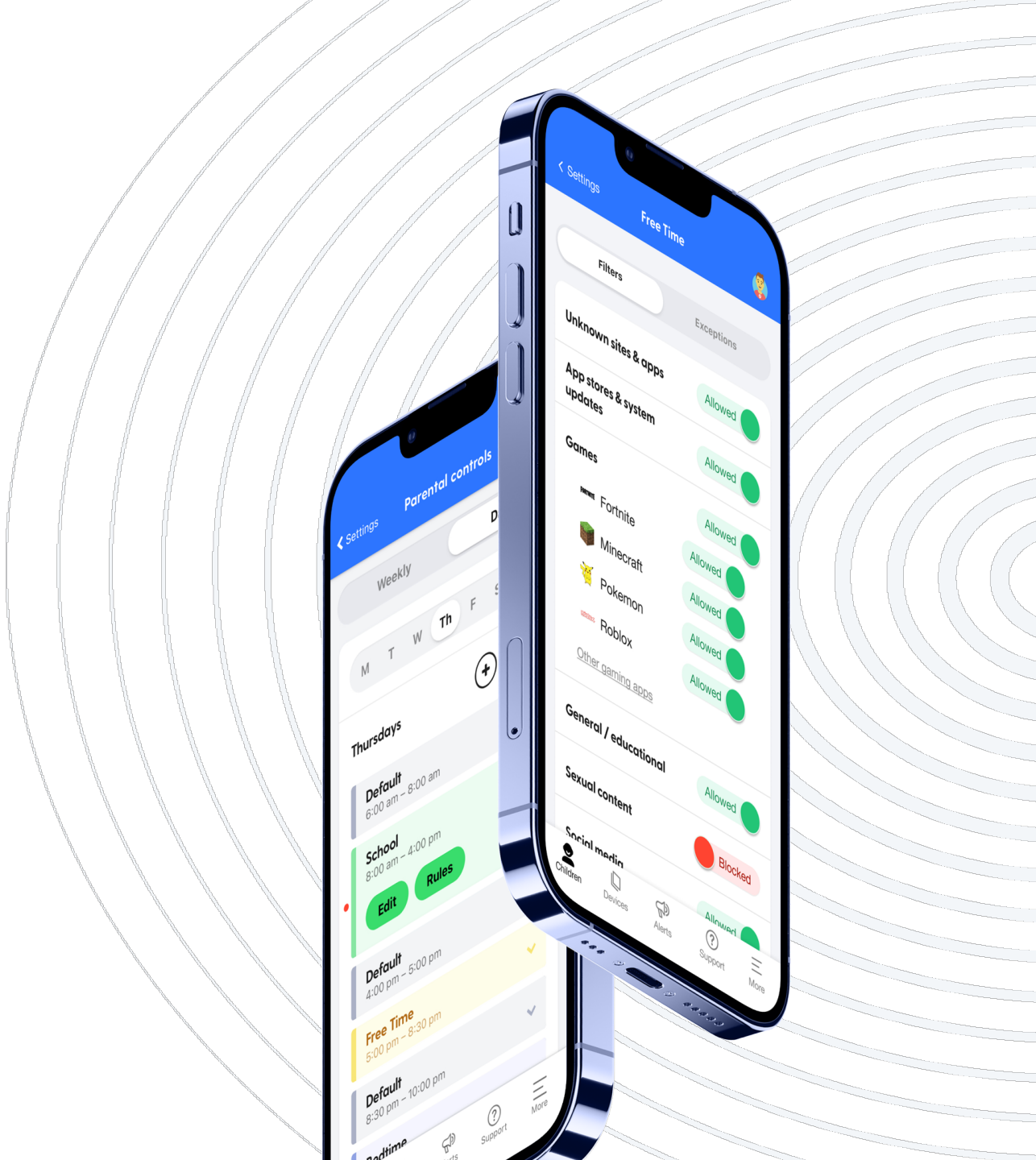


*See full policy for details.

Activate family digital safety tools

Available with Allstate Identity Protection Pro+ Cyber

To activate, click on “Family Digital Safety” in the portal, then select “Launch now.” A new window will appear linking you to “Bark provided by Allstate Identity Protection.” Follow the instructions to download the Bark for AIP app on your device and the companion app on your child’s device. The onscreen prompts will show you how to activate the features included with our Family Digital Safety tools, such as web filtering, screen time management, and location services.

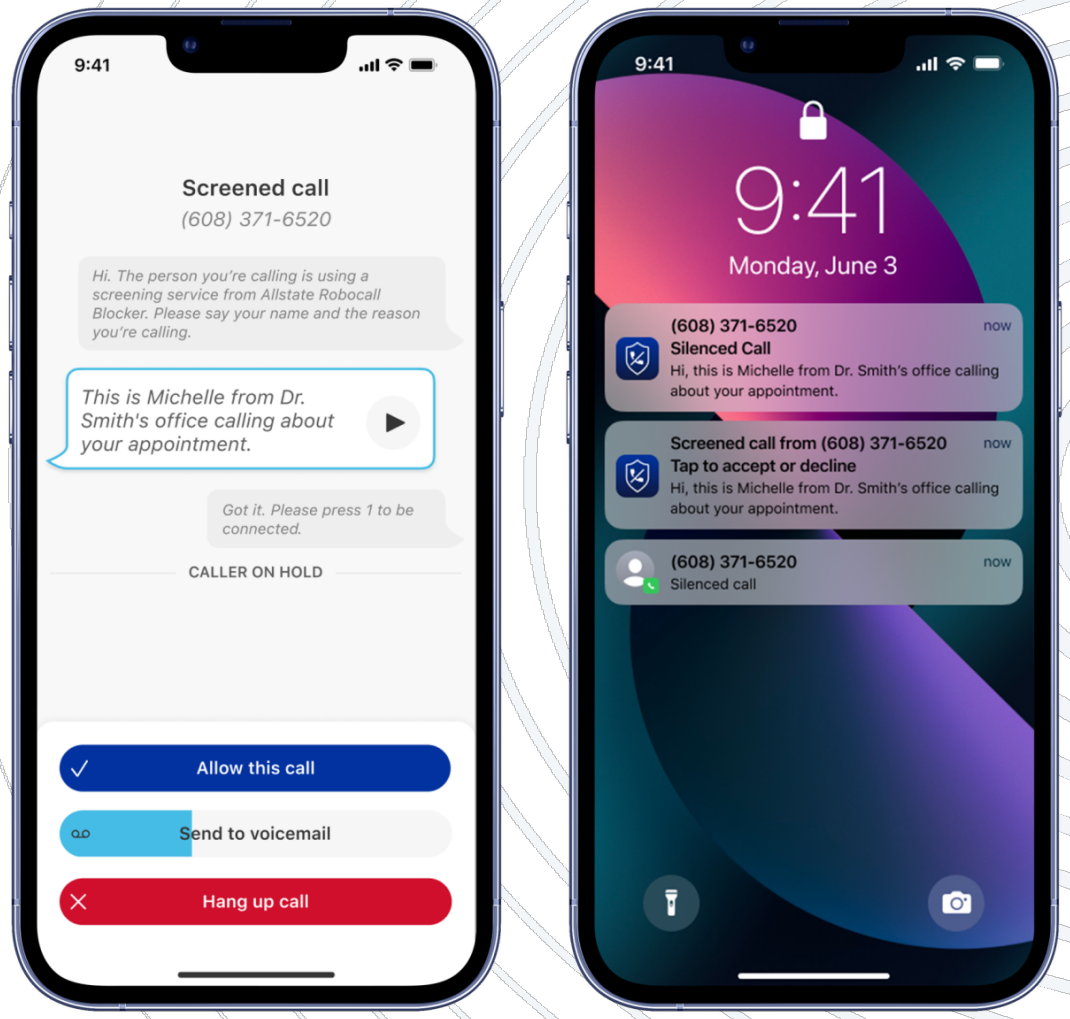


robocall blocker ‡

Available with Allstate Identity Protection Pro+ Cyber

Use the robocall blocker to screen and intercept scam and telemarketing calls and texts before they reach you.

To activate, click ”Robocall Blocker" on the left in the portal, then click “Launch Now.” Enter the phone number of the mobile device on which you want to add robocall blocker. Once you receive a text message from robocall blocker, follow the instructions to download the Robocall Blocker app from the Apple App store or Google Play Store, and then follow the on-screen prompts to complete set up.



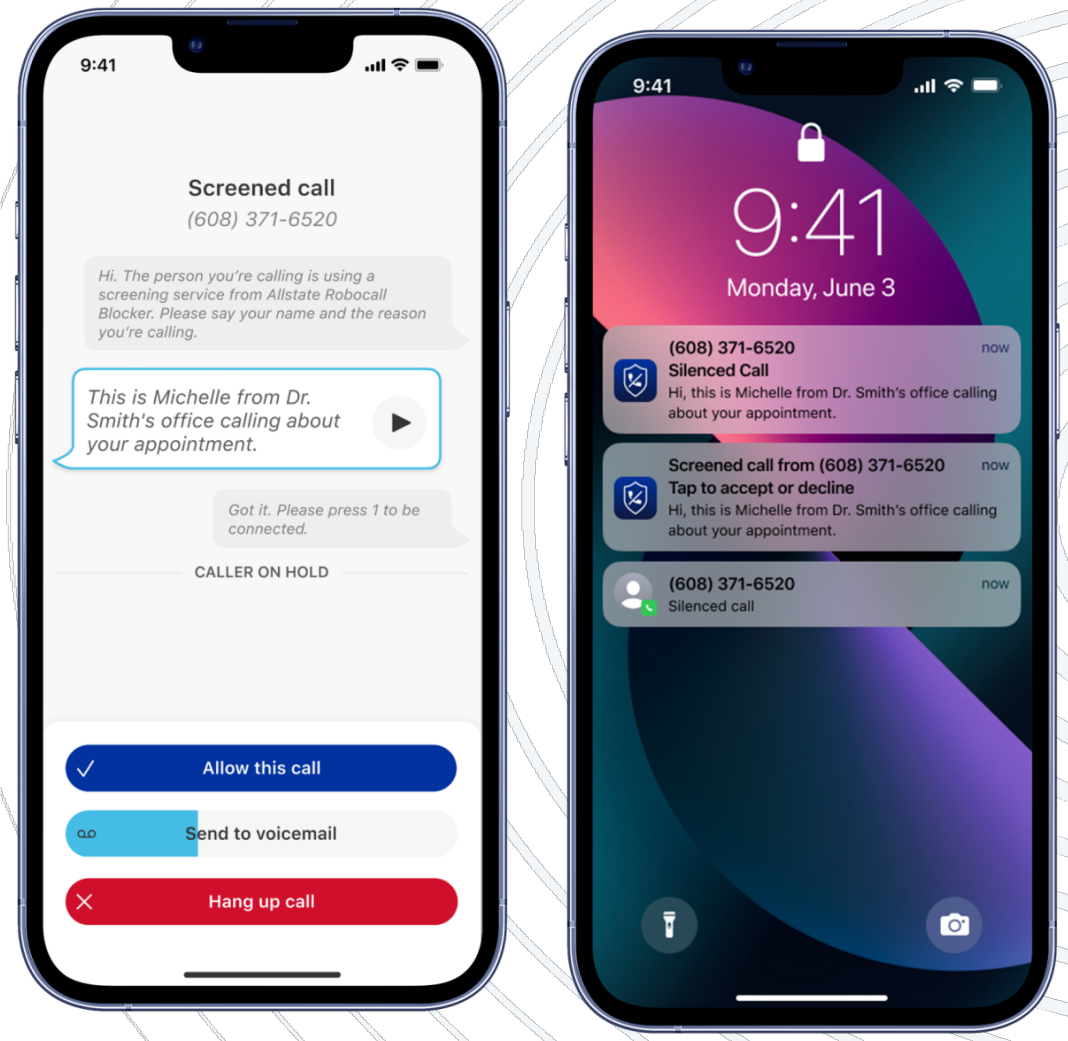
‡ Some features require additional activation. Privacy management features cover up to five email addresses in a family plan. Robocall blocker and ad blocker can only be used by primary subscriber, even in a family plan. Cyber and family digital safety features are managed through the primary subscriber's account in family plans.

ad blocker‡

Available with Allstate Identity Protection Pro+ Cyber

Set up automated blocking for unwanted advertisements, prevent data gathering by online trackers, and safelist websites you trust.

To activate, click ”Ad Blocker" on the left in the portal, then click “Launch Now.” You’ll be automatically linked to the browser extension store. Download the browser extension on your current browser. Click ”Add to Browser" and log into the Ad Blocker with your Allstate Identity Protection username and password to activate.



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family mobile device protection

Powered by Bitdefender

Available with Allstate Identity Protection Smart

To activate, click on the “Cybersecurity” tab in the portal. Click ”Launch Now” and a new tab will open, taking you to your Cyber hub. As the primary subscriber, you can add and remove cyber protection from devices.

Click “Add Device” and select if you want to install mobile device protection on the current device you are on or on another device. If you select ”This Device" the app will be downloaded onto the device you are using, if you select ”Other Device," you can send a link to download via email or text message. Once you have downloaded the app on a device, your protection is activated.



family mobile device protection features

Available with Allstate Identity Protection Smart

Malware and antivirus protection
We help defend your personal devices against threats including ensure your apps are clean automatically, with immediate alerts if any software is compromised.

App anomaly detector†††
An extra layer of security for Android users to help protect against evolving threats by identifying apps exhibiting suspicious behavior trying to compromise financial, sensitive, and personal data.

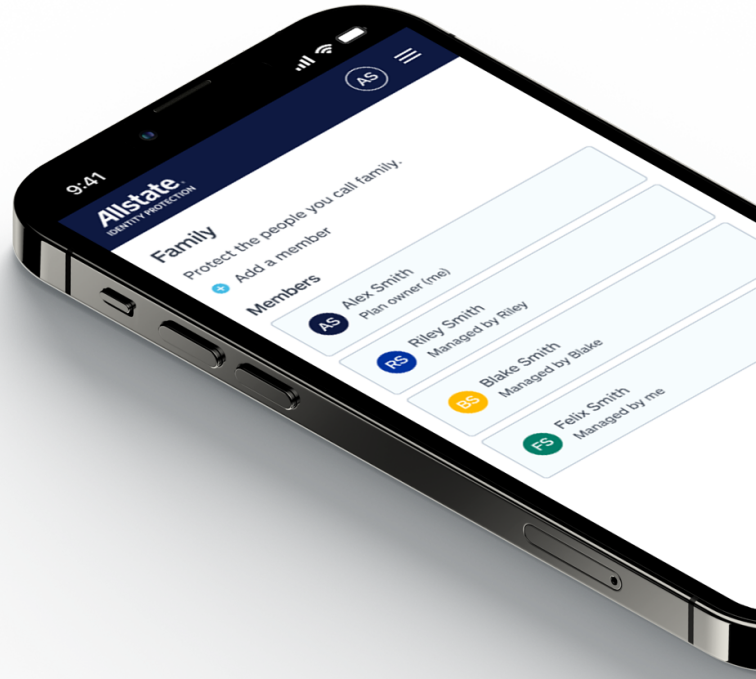
Phishing protection
Scan websites and block malicious links hidden in webpages, email, or other communications to prevent cybercriminals posing as reputable businesses from stealing login credentials, gathering PII, or installing malware on devices. We help safeguard your device by scanning notifications, texts, and instant messages to help block scammers.

Safe browsing
We help protect you while browsing, shopping, and banking. We use artificial intelligence systems to scan links before they're clicked and help filter unwanted content.

Smart watch protection†††
Extend your mobile security to your Android smart watch. Use this feature to activate sound alerts to find your smartphone. You can also receive alerts on your watch if you're too far away from your phone to ensure you never leave it behind.

Missing and stolen device tools†††
Our missing and stolen device tools help you remotely locate, lock, wipe, or send a message directly to your device in case of loss or theft. You can even snap a photo in self-defense and email it to yourself to see anyone who might try to tamper with your device.

Family mobile device coverage
Participants can cover up to ten mobile devices — including children's devices — with our protection features.



††† Android devices only

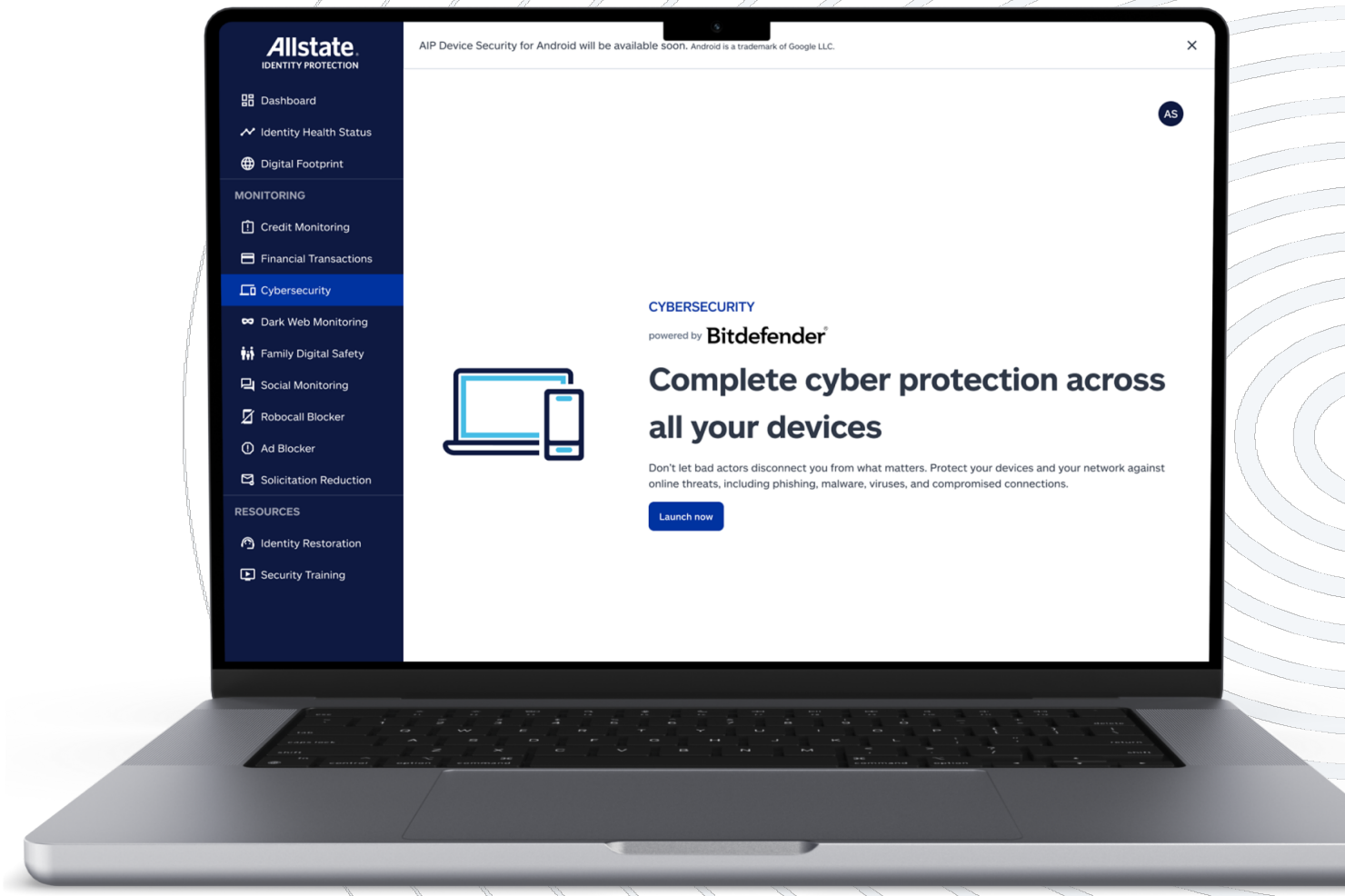
cyber protection

Available with Allstate Identity Protection Pro+ Cyber

Personal device security‡ for 5 devices with an individual plan and 10 devices with a family plan

To activate, click on “Cybersecurity” tab in the portal. Click “Launch Now.” A new tab will open, taking you to your Cyber hub. As the primary subscriber, you can manage applications installed on devices.

Click ”Add Device” and select the app you want to install — Device Security, VPN, or Password Manager. Next, you can select if you want to install the app on the current device you are on or on another device. If you select ”This Device," the app will be downloaded onto the device you are using, if you select ”Other Device," you can send a link to download via email or text message. Once you have downloaded the app on a device, your protection is activated.



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cyber protection features and more

Available with Allstate Identity Protection Pro+ Cyber

Personal device security‡ for 5 devices with an individual plan and 10 devices with a family plan

Password manager
Safely create and store encrypted passwords, and seamlessly use them online.

Anti-virus protection
Help defend your personal computer against threats like viruses, worms, trojans, adware, and other malicious software.

Safe browsing
Help protect all your browsing, including your online shopping and banking, plus filter out inappropriate content.

Phishing protection (Windows, Android, iOS)
Block malicious links from a website, email, or other communication.

Network security
Help protect your home Wi-Fi network and the devices that are connected to it.

Webcam protection (Windows)
Safeguard against malware that could hijack your webcam and microphone.

Firewall (Windows)
Help protect yourself as you browse the internet with a barrier between your device and incoming or outgoing network traffic.

Military-grade VPN
Protect your privacy and anonymize your online activity to help prevent bad actors from intercepting your data — even on unsecured networks.

Missing and stolen device tools (Windows and Android)
Remotely locate, lock, wipe, or send a message to your device in case of loss of theft. Plus, with this feature your Android phone can take a photo of anyone who tries to tamper with it in your absence and send the photo to you in an email.

Anti-tracker (Windows, macOS, iOS)
Help prevent trackers from collecting your data, while viewing and managing this information on every website you visit.

Safe pay (Windows and macOS)
A secure browser you can use to keep your online banking, e-shopping and other online transactions private and secure.

Android smart watch protection
Extend mobile security to your smart watch, plus you can activate a sound alert to keep track of your mobile phone.

File shredder (Windows)
Helps you ensure your files are properly and permanently deleted, so bad actors can't reconstruct your data should they ever gain access to your device.

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how to get the most out of Allstate Identity Protection



Verify credit monitoring to receive rapid alerts



Add and manage accounts for minors or invite adult family members to enroll and activate features



Add credentials to dark web monitoring for alerts when important personal information, like your email address or passwords, is compromised



Set up financial transaction monitoring for your financial accounts



Read Security Pro® for personalized alerts and subscribe to text alerts



Download device protection to safeguard your and your family's mobile devices



Download our app to see and respond to alerts from anywhere



full-service restoration and customer care

Expertise, diligence, advocacy

- We have the experience and knowledge you need.
- We're experts in helping resolve all kinds of cases.
- We advocate on your behalf.
- Pre-existing fraud is covered at no extra cost.

Patience, empathy, clarity

- We restore your trust and confidence.
- We support you with concierge-level service — without call quotas.
- Our specialists make sure you feel seen, heard, and safe.

Allstate SM

IDENTITY PROTECTION

Questions? 1.800.789.2720
Or visit myaip.com