STEP 1 — ENROLLMENT ACTIVATION EMAIL

defend-id

"Peace of Mind with a Place to Turn"

Dear Vanessa Slaven,

Thank you for enrolling in the Identity Theft Recovery program through defend-id.

Please click the link below to create your defend-id account and activate your program benefits. You will be prompted to enter your enrollment information referenced below.

Your enrollment ID is: **8675309**

https://defend-idcert.merchantsinfo.com

Should you have any questions or issues regarding activation, please call our Recovery Care Center at **800-487-0160**.

Respectfully,

Identity Theft Management and Recovery Solutions Team

defendid@merchantsinfo.com

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Identity Theft Enrollment

1 Enter Enrollment ID › 2 Your Info › 3 Account Info › 4 Identity Verification › Enrollment Complete!

Activate Membership

ENROLLMENT ID / EMAIL *

8675309

Next Step ›

Identity Theft Enrollment | Enter Your Personal Info

1 Enter Enrollment ID › 2 Your Info › 3 Account Info › 4 Identity Verification › Enrollment Complete!

Your Information

FIRST NAME * Vanessa

MIDDLE NAME

LAST NAME * Slaven

SUFFIX --

EMAIL * vslaven@merchantsinfo.com

CONFIRM EMAIL *

ADDRESS *

CITY *

STATE * -- SELECT --

ZIP *

PREFERRED PHONE * ___-___-____

DATE OF BIRTH * __/__/____

MOBILE PHONE ___-___-____

SSN * ___-__-____

ALERT NOTIFICATION METHOD *

- (●) EMAIL ONLY
- ( ) EMAIL + SMS TEXT (REQUIRES A VALID MOBILE PHONE NUMBER)

CONFIRM SSN * ___-__-____

‹ Back

Next Step ›

Identity Theft Enrollment | Account Info

Your Login Information

Please Enter your account setup information

Your password can not contain spaces, must be between 8–20 characters long and meet 3 of the following requirements:

- One uppercase letter
- One lowercase letter
- One digit
- One special character (e.g. !@#$%^&*()_+()<>?-=[]\|',./)

LOGIN NAME *

PASSWORD *

CONFIRM PASSWORD *

REMINDER QUESTION *

-- SELECT --

REMINDER ANSWER *

Preferences

ID Theft Newsletters *

- (●) Yes, I would like to receive identity theft newsletters and other educational materials by email.
- ( ) No, I am not interested at this time.

‹ Back

Next Step ›

Identity Theft Enrollment | Identity Verification

Please answer the following multiple choice questions for verification.

1. Which of the following is a current or previous employer? *

- ◯ Carmax
- ◯ General Electric
- ◯ Merchants Information Solutions
- ◯ National Instruments
- ◯ None of the Above

2. Which of these street names are you associated with? *

- ◯ Juniper
- ◯ Pierson
- ◯ Pine Lake
- ◯ Walnut
- ◯ None of the Above

3. What is the monthly payment of your student loan? *

- ◯ $251 – $300
- ◯ $301 – $350
- ◯ $351 – $400
- ◯ $401 – $450
- ◯ None of the Above

4. What is the term (in months) of your most recent auto loan or lease? *

- ◯ 1 – 12
- ◯ 25 – 36
- ◯ 37 – 48
- ◯ 49 – 60
- ◯ None of the Above

‹ Back Next Step ›

Congratulations

You have successfully completed the setup of your Identity Theft membership. Have peace of mind knowing that you are now covered by the most complete and effective Fully-Managed Restoration service in the industry.

When you click the "Finish" button below you will be taken to the home page of your Identity Care Center.

Finish

STEP 7 — THANK YOU FOR ENROLLING EMAIL

defend-id
"Peace of Mind with a Place to Turn"

Dear Vanessa Slaven,

Welcome to defend-id Gold Package, your complete Identity Protection Solution. We have attached a summary of all benefits included with your coverage as well as full terms and conditions. Please save a copy of this document for your personal records. (Click the link below to download your free version of Adobe Reader, if necessary):

Adobe Reader

To access your defend-id account at any time:

1. Visit: https://defend-idcert.merchantsinfo.com

2. Enter the User Name and Password you created during activation

Important information about your membership:

Group Name: defend-id Gold Certificate 18

Effective Date: 3/3/2025

If you have trouble accessing your Identity Care Account, have questions, please call our Identity Recovery Center at **800-487-0160**.

Respectfully,

Identity Theft Management and Recovery Solutions Team

defendid@merchantsinfo.com

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defend-id Gold Package

Identity Care Center

Welcome Vanessa

You last logged in 3/3/2025

Thank you for logging into your defend-id Gold Package Identity Care Center, the most comprehensive identity theft solution available in the marketplace today!

Using the navigation tabs in the menu bar above, you can navigate through your Identity Care Center.

You can update your membership information and activate SMS text alerts from the "My Profile" link. To activate SMS text alerts, you must confirm your mobile phone number. Navigate to the Communication Preference section to generate a confirmation code.

Your membership provides you with a dedicated Fair Credit Reporting Act (FCRA)-certified, Fair and Accurate Credit Transactions Act (FACTA)-certified recovery advocate, in the event that you experience an ID theft incident.

There are numerous ways in which identity theft can occur – money missing from your account, fraudulent or suspicious charges, new account openings to name a few. If at any time you believe you are a victim of identity theft, please call us immediately at **800-487-0160**.

Consumer Financial Protection Bureau – Important Information:

· Remedying the Effects of Identity Theft

· Remediando los efectos del robo de identidad

Your defend-id Gold Package membership includes the following features

- Fully-Managed Identity Recovery
- Lost Document Replacement
- Credit Report
- Credit Score
- Expense Reimbursement
- Score Tracker
- Member Education
- Identity Theft Newsletter
- Credit Monitoring With Instant Alerts
- Dark Web Monitoring
- SSN Monitoring
- Address Change Monitoring
- Criminal Record Monitoring
- Credential Vault