



HORIZONS GUARD

Horizons Guard: Frequently Answered Questions

What is identity theft?

Identity theft refers to the theft of personal information (i.e. driver's license, bank statements, health card, etc.) in order to then use this information to impersonate another person for financial or other gains.

Does identity theft really pose a threat to me?

Yes. Statistics show that identity theft is on the rise, affecting more and more Canadians daily. This rise in identity theft has even lead the Canadian government to recently enact an amendment to the Criminal Code, Bill C-27.

What are some of the ways I can tell if I'm a victim?

Some common indicators include:

- Calls or letters informing you that an application has been approved or denied, from creditors you have not applied;
- Receiving credit card statements or bills from creditors you have no knowledge of;
- Missing credit card statements or other mailing;
- Calls from a collection agency informing you that they are collecting for a default account that you never established.

How do identity thieves obtain my personal information?

Some common methods include:

- Stealing mail or dumpster diving (rummaging through garbage for discarded personal information);
- Changing your address as to divert mail to obtain credit card statements and other financial details;
- Shoulder surfing (eavesdropping on transactions in public);
- Data breaches (secure information that is lost by companies who store personal information);
- Pick pocketing (stealing payment cards and identification);
- Skimming (obtaining information through comprised card readers);
- Phishing (impersonating a trusted company or institution in order to obtain personal information).

What are the ways identity thieves can use my personal information?

Predominantly, the goal of identity thieves is financial gain. By obtaining your personal information (ie. date of birth, SIN number, driver's license) identity thieves can open new accounts, obtain new credit cards and/or loans in your name. Correspondences with creditors for these accounts are then often sent an address or PO Box specified by the identity thieves. With the widespread ability to make an application electronically via the internet, this only makes the process easier.



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What does your service do for me that I cannot do myself?

When it comes to identity theft, individuals are often limited to taking reactive measures (i.e. responding to a collection call). In many cases, those measures are themselves only undertaken far after the fact. Most individuals also lack the knowledge, resources, experience and time to deal with the matter themselves. Imagine searching through your credit bureau profile report every day searching for changes to your information.

With **Horizons Guard** powered by idAlerts integrated system, we monitor your profile on a daily basis for all changes reported to the Credit Bureau including these 14 key elements:

- New Address
- New Inquiry
- New Trade Line
- New Registered Item
- New Collection
- Trade Rating Deteriorating
- New Fraud Victim Alert
- New Employment
- New Phone Number
- New Bankruptcy
- New Legal
- New Name
- Trade Rating Improvement
- Change of Credit Limit in a Revolving Trade

As soon as any changes occur on your credit report, we notify you of that change through the method(s) of notification you chose during enrollment.

We are also there to provide you with the experience and end-to-end restoration services that are necessary to restore your identity should you ever fall victim to identity theft.

What is a credit report?

A credit report contains an individual's credit history— their record of borrowing and repaying. It also contains information such as late payments, legal judgments and any bankruptcy related to that individual. The credit reporting system helps credit grantors approve loans and credit within minutes, providing continuously updated information enabling fast and accurate decisions in dealing with consumer credit transactions. The credit reporting system is beneficial for everyone. Businesses recognize they can rely on credit bureau data to make sound judgments regarding credit. Consumers benefit through quicker credit decisioning without question of personal prejudice or subjective judgment.



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What is a credit score?

A credit score is a numerical snapshot of an individual's credit worthiness based on the information contained within their credit report and is created using a mathematical formula that measures data from your credit profile. Credit scores evaluate your payment behavior, debt levels and credit history. Factors like income, race and gender are not measured in the scoring process. The credit scoring system is used by lenders, insurers, landlords, employers, utility companies and even judges to evaluate your credit behavior. Having a high credit score will help you receive the best rates on new credit and loans.

Why do I need restoration expense coverage for identity theft?

Identity Theft Insurance is a term that is often misunderstood and is widely used to address the recovery of expenses as a result of identity theft. The truth is that there is no simple way to stop identity thieves from obtaining and trying to use your information. Unlike a typical insurance policy, our restoration expense coverage has no cap and no deductible. Without a restoration component in your identity theft plan, you may incur **600 hours** of your own time as you rebuild your credit worthiness and restore your good name.

What constitutes a Family Plan?

The Family Plan is for two adults and up to 3 children who are under the age of majority. When the Family Plan is selected a primary account holder is designated (i.e. the initial adult subscriber), who will enter the number of dependents (i.e. minors) and the second adult's name and email address. The Family Plan payment will occur during the registration process. An email will be sent directly to the second adult with the registration instructions and the access code (which is linked to the primary account holder). In addition, as soon as the primary account holder passes the authentication process, they can log into their account and add the information for the minors directly from the dashboard.

How do I know my information is safe with Horizons Guard powered by idAlerts?

Protecting your personal information is a critical component of idAlerts' service delivery. We utilize the latest technology and security protocols to ensure your personal information is safeguarded and your privacy respected, and that only you can access your account. These safeguards include:

- Individualized password
- Timed log-off
- Constant surveillance
- Two-way authentications
- Firewall
- Encryption
- Technology updates
- Additional security measures



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