



user guide

How to get the most out of your
identity protection benefit

Allstate Identity Protection Pro+

Allstate Identity Protection Pro

Allstate[®]
IDENTITY PROTECTION

welcome email

You'll receive a welcome email between 24 and 48 hours after your effective date. In your welcome email, click on the “get started” button to reach the account activation page in the portal.

You will also receive a welcome letter via regular mail. You can also activate your account by following the instructions in the letter.

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

[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.

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 customer@aip.com. We are available here in the U.S. 24 hours a day, 7 days a week.

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Member ID
[SubID]

Coverage type
[Family/Individual]



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IDENTITY PROTECTION

Member ID: [memberid] | [Log in](#)

Let's get you fully protected, Avery Parker

You're now enrolled in Allstate Identity Protection as an employee benefit through Allstate Identity Protection. To get the most from your identity theft protection plan, click the button below and create your account.

Then, tell us what to monitor by activating the features in your account. The more features you activate, the better we can help protect you.

[get started](#)


Member ID: [memberid]



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 alert — email, text, or both.

[get started](#)

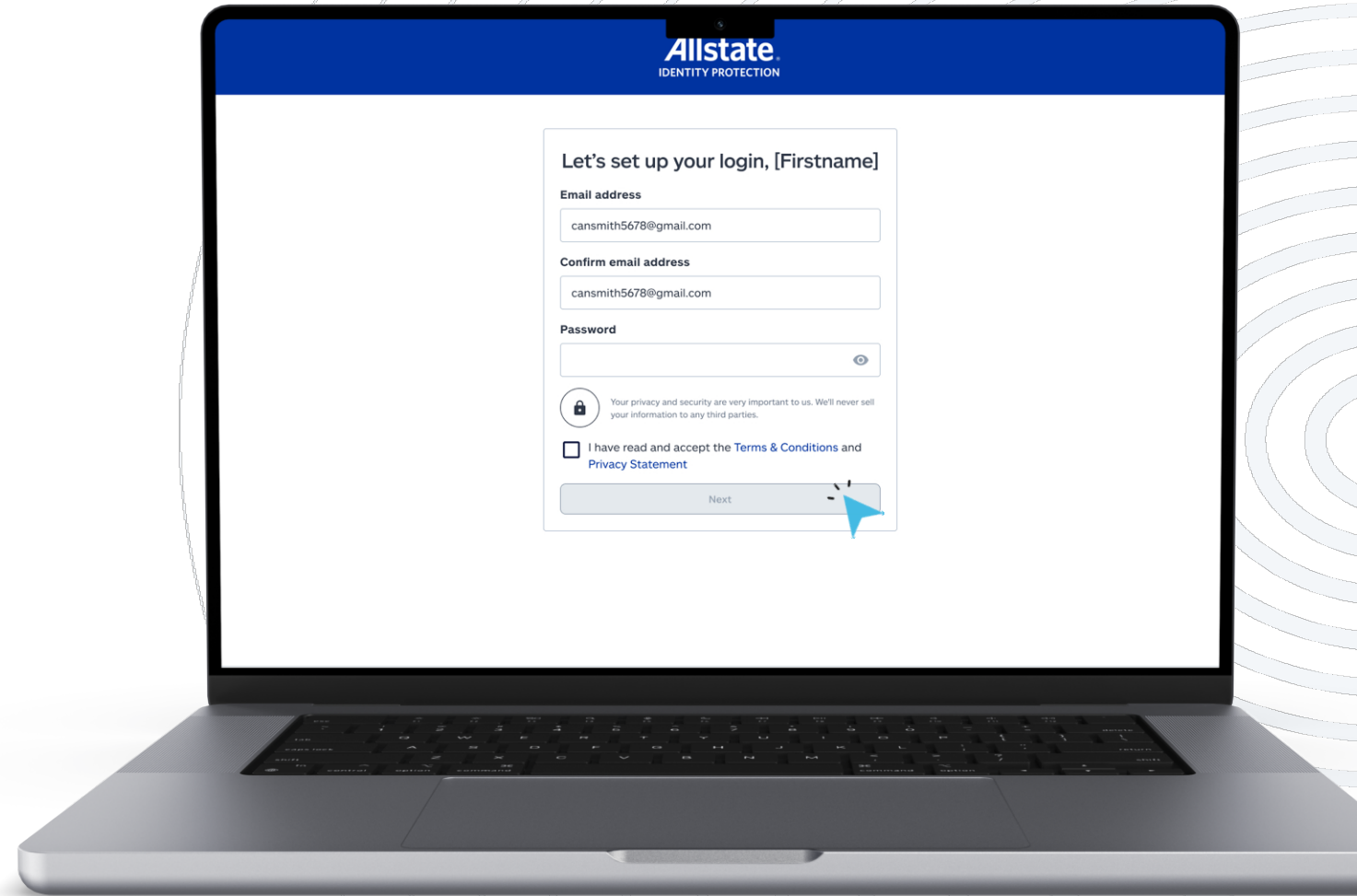
 **Questions?**

Learn more about how to activate features and make the most of your coverage in our [Help Center >](#)

set up your login credentials

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

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



verify 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.

Allstate
IDENTITY PROTECTION

Member ID: [memberid]



Verify your email address

Hi [preferred name],

You have requested to update the email address on your Allstate Identity Protection account.

Once verified, we'll update your account's email address and you'll start receiving notifications about your account activity at this new email.

[verify email](#)



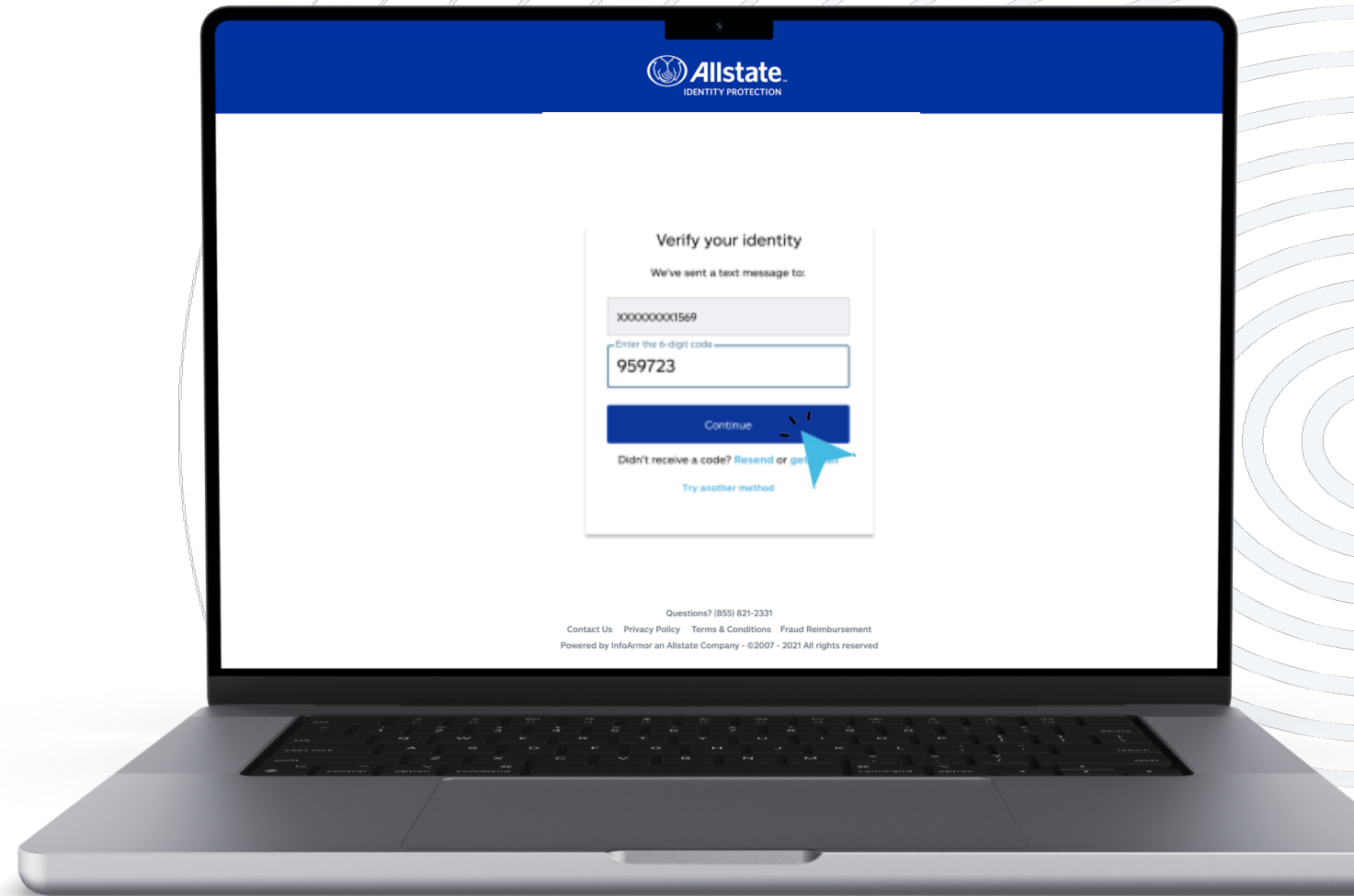
Have a question?

If you did not request this email address change or if you have any questions, contact our customer care team at (800) 789-2720 or CustomerCare@AIP.com.

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.

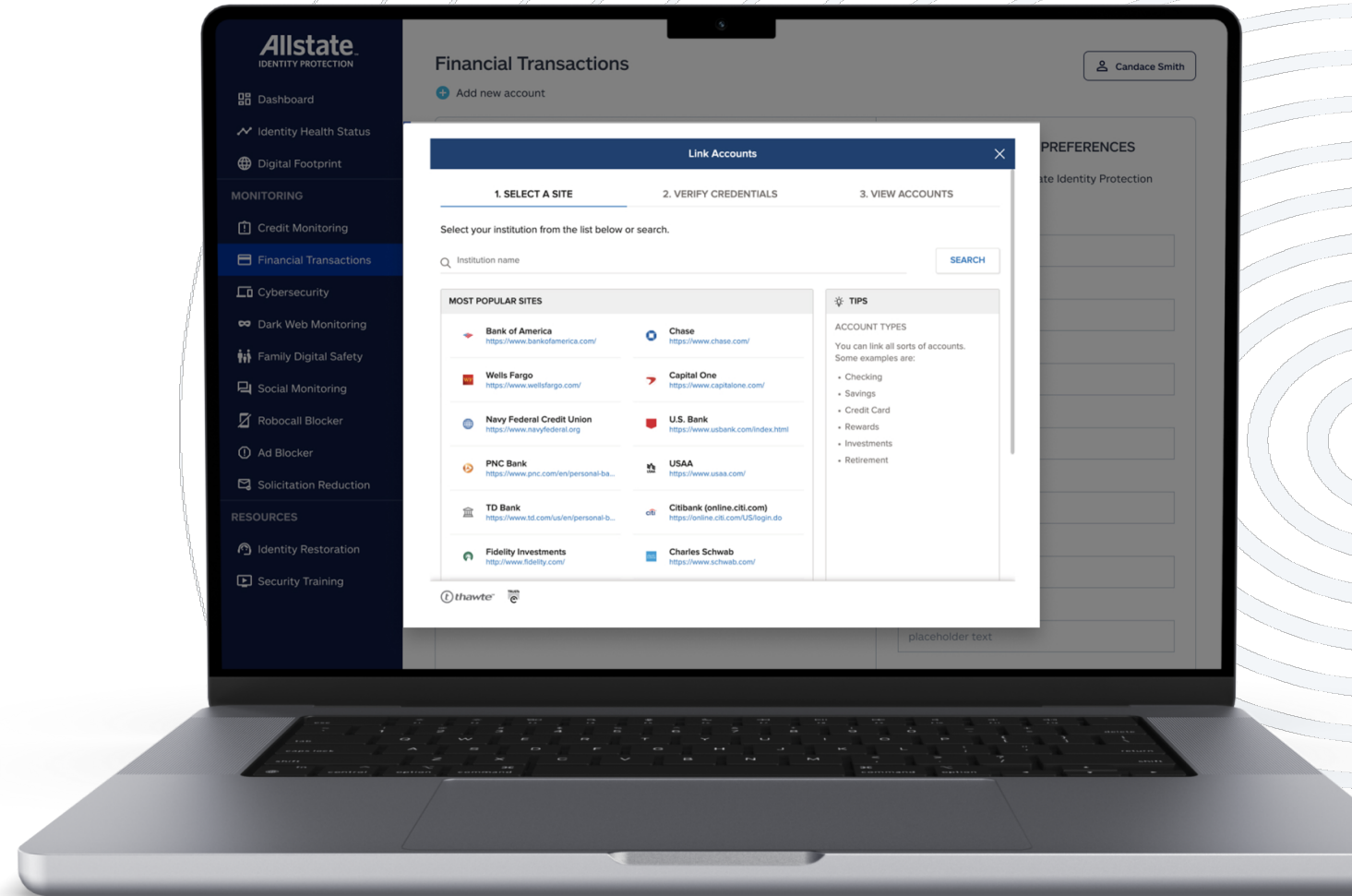


activation

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

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

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.

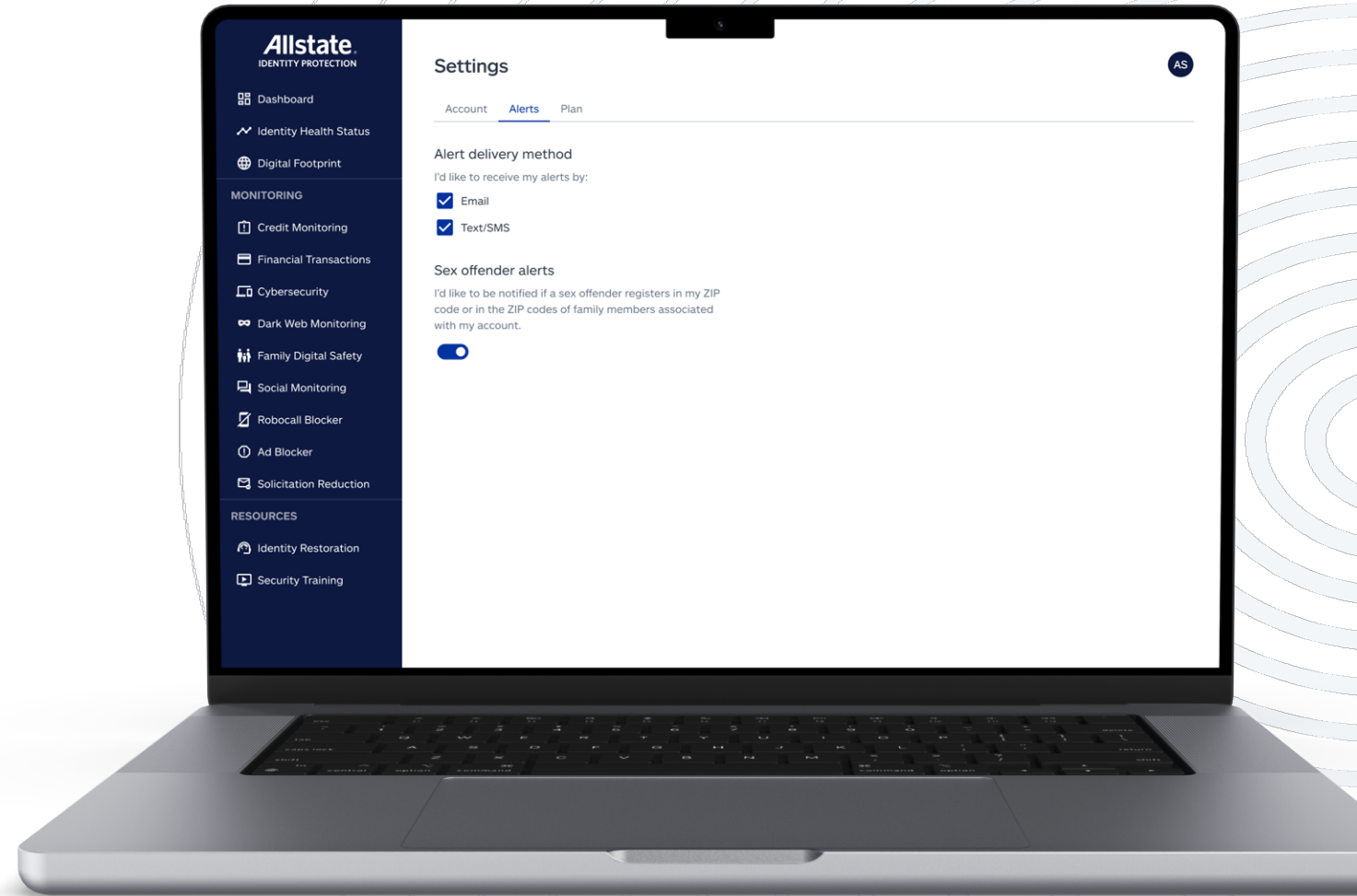


alert preferences

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.

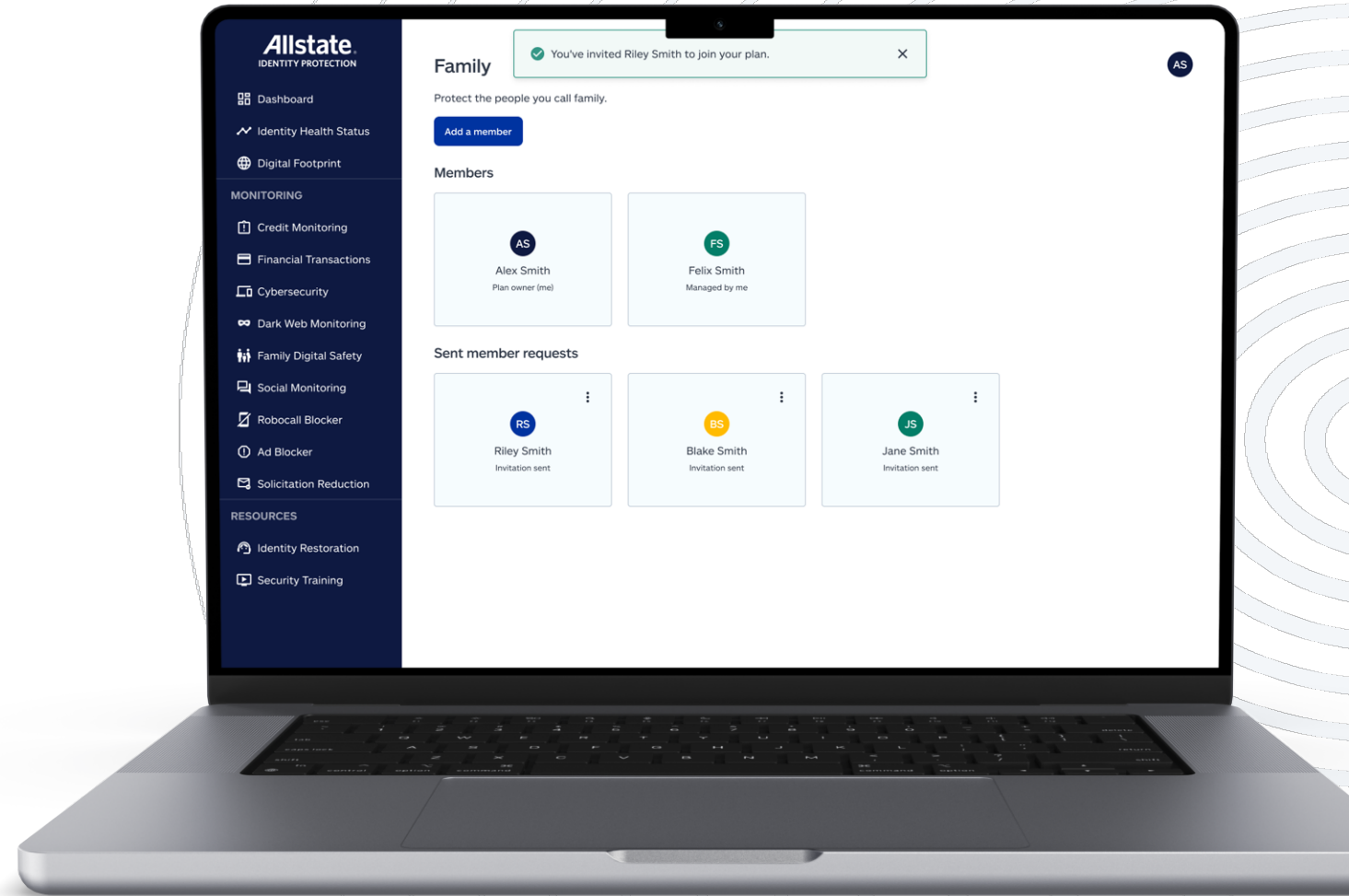
If you’d like to change your alert preferences later, you can do so by clicking on your name in the top right corner of the portal.



family plan management

To manage and add accounts for minors or to invite adult family members to create their own accounts, click on the "Family" 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. You'll need to provide details for any minor family members and invite your adult family members to create their own accounts.



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+ or Pro members. Feature availability will be indicated in the description of the feature. If Pro+ or Pro is not 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.

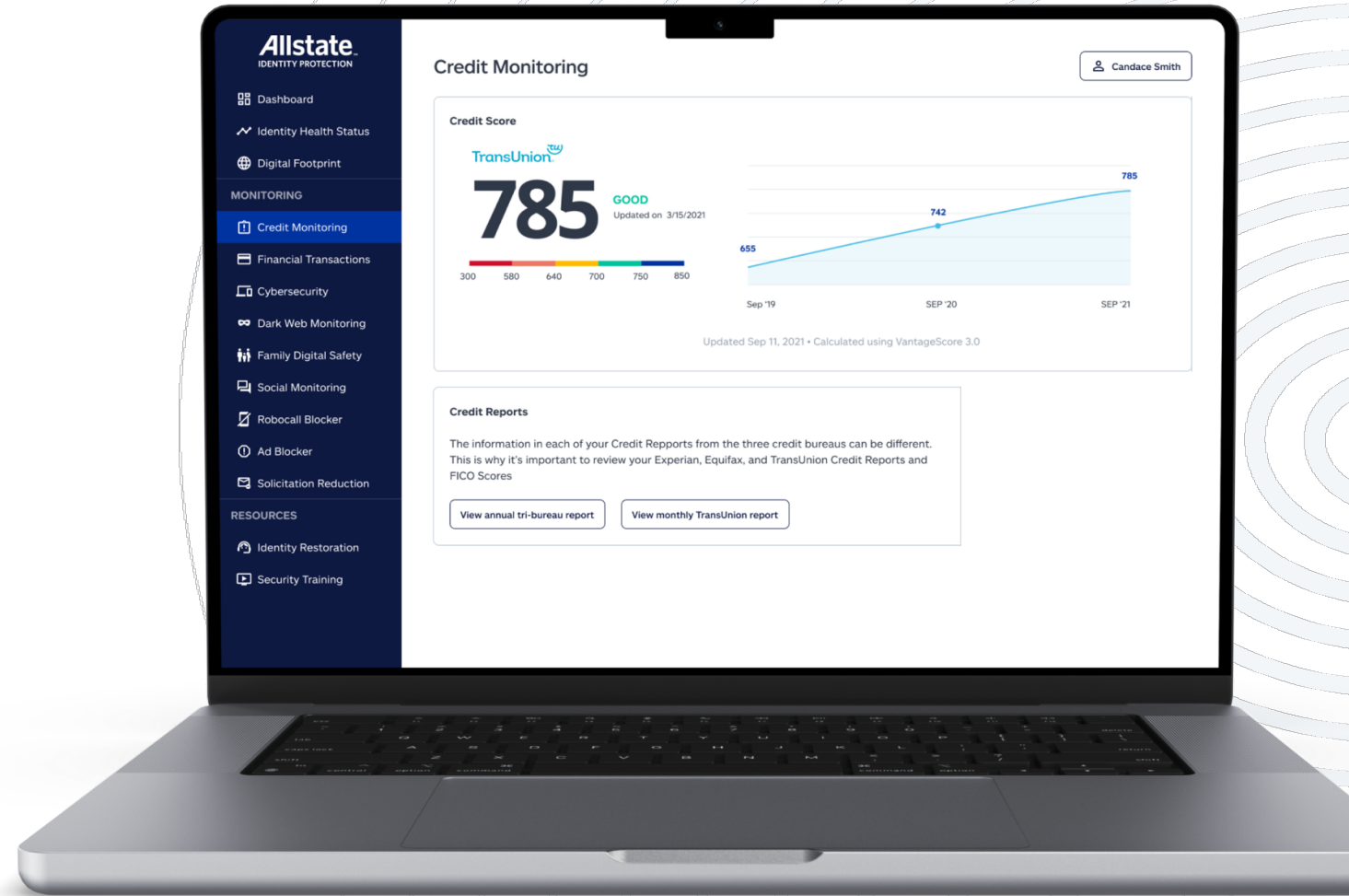


credit monitoring

Available with Allstate Identity Protection Pro

By activating credit monitoring, you have access to:

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

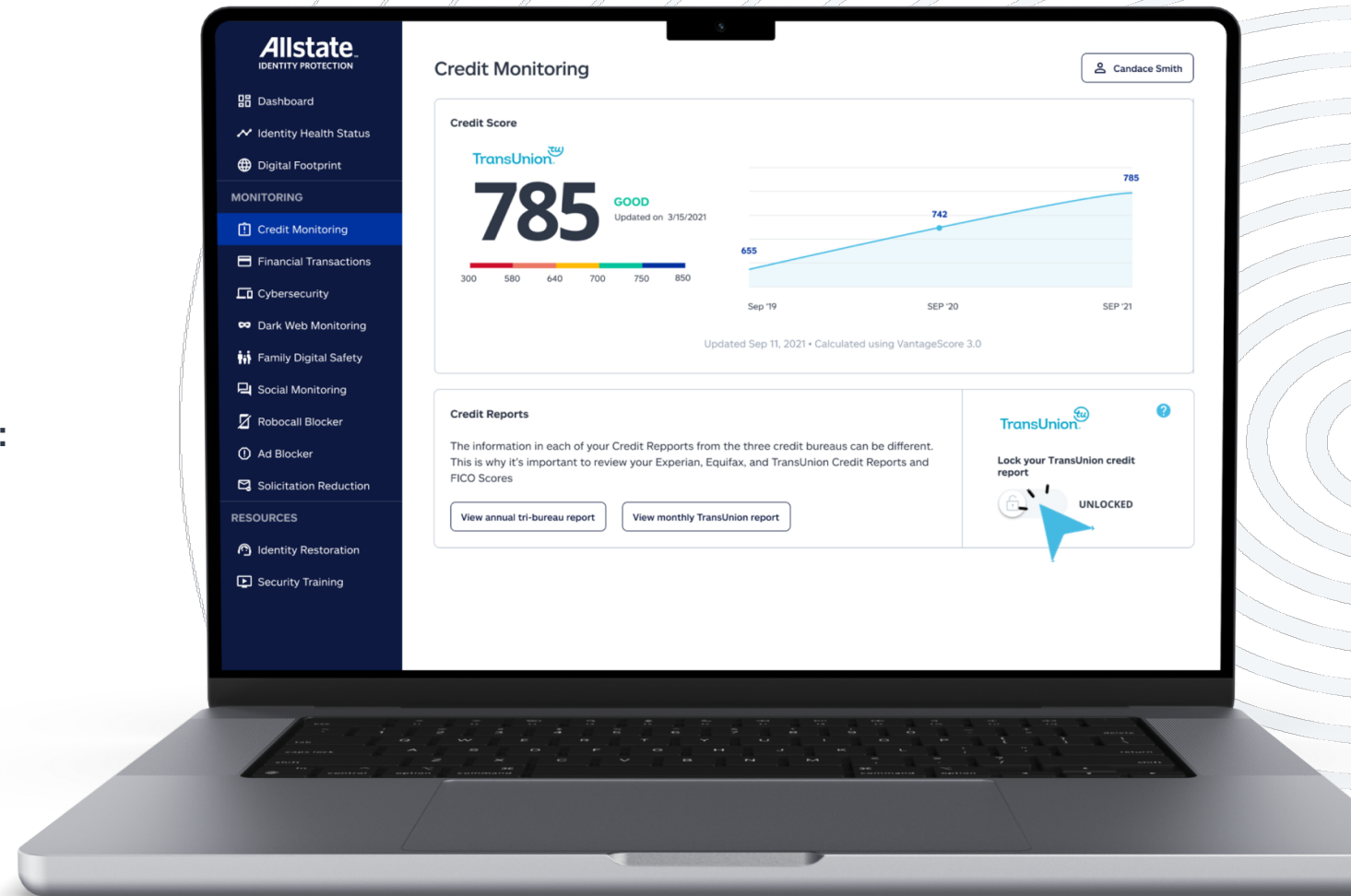


credit monitoring

Available with Allstate Identity Protection Pro+

By activating credit monitoring, you have access to:

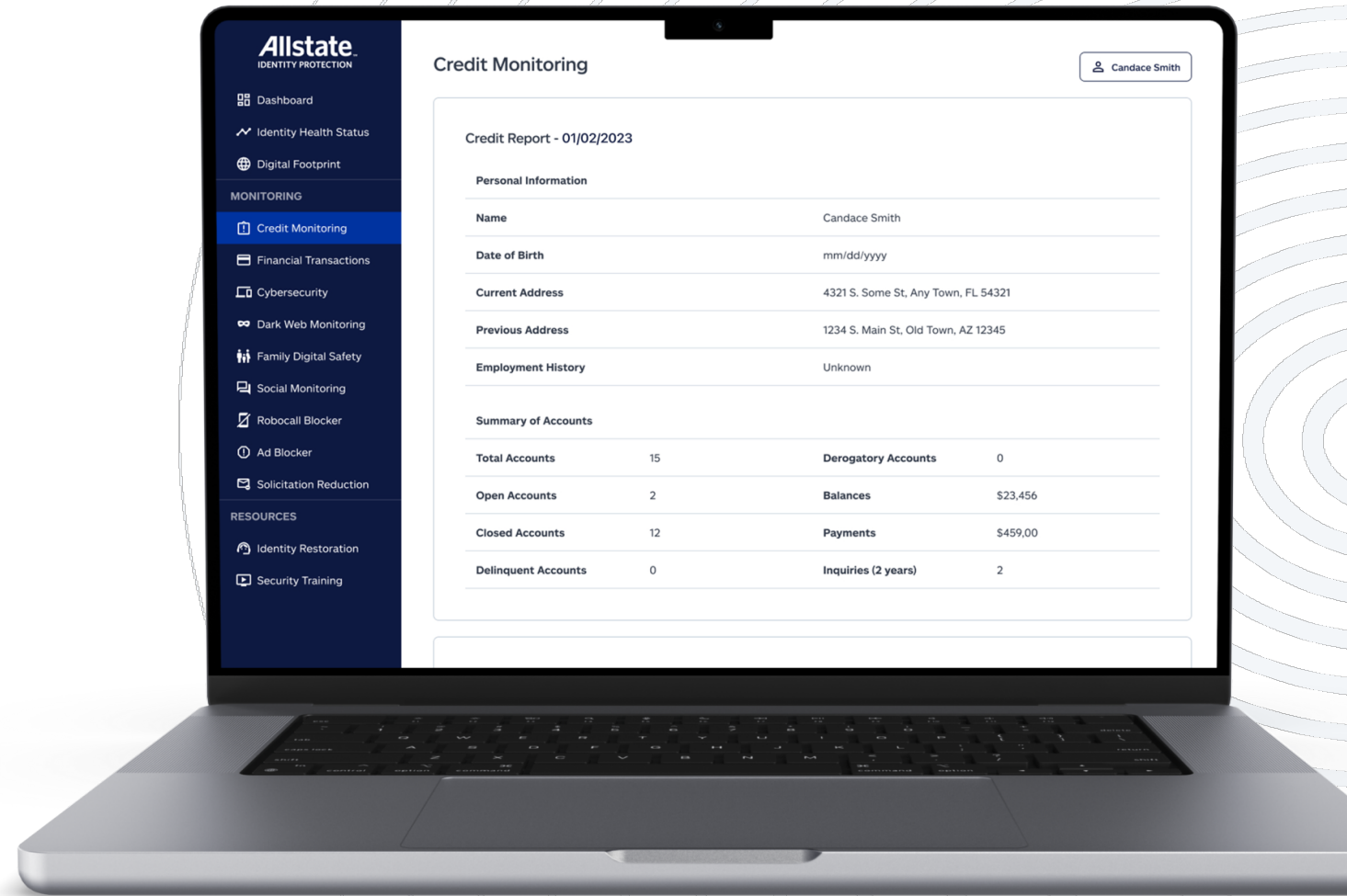
- Your tri-bureau credit score
- Your tri-bureau credit report
- TransUnion credit lock
- Credit report disputes
- Notifications when we detect credit activity



annual credit report

Available with Allstate Identity Protection Pro

Keep an eye on your accounts by viewing your annual TransUnion credit report.

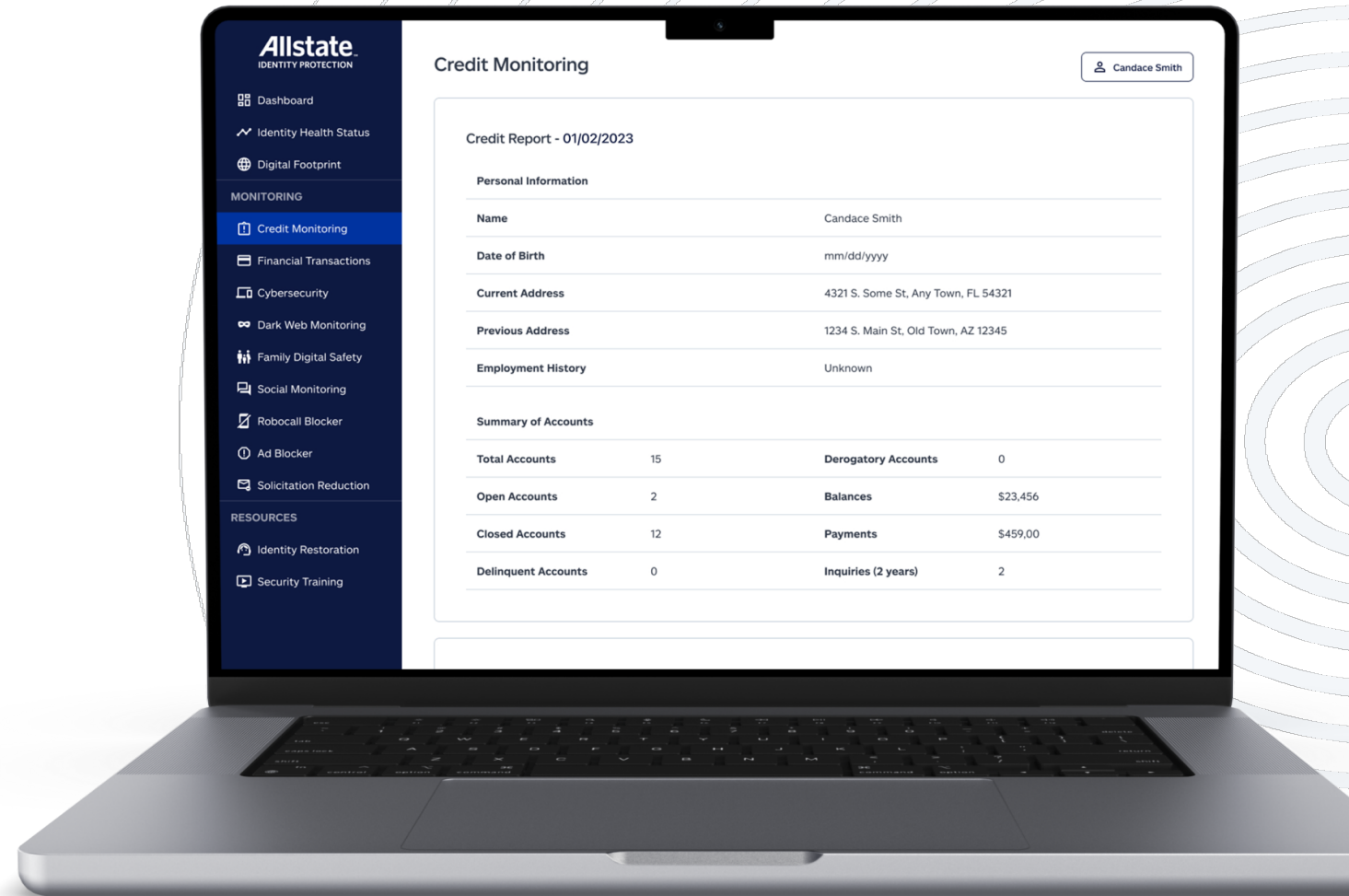


annual credit report and credit disputes

Available with Allstate Identity Protection Pro+

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

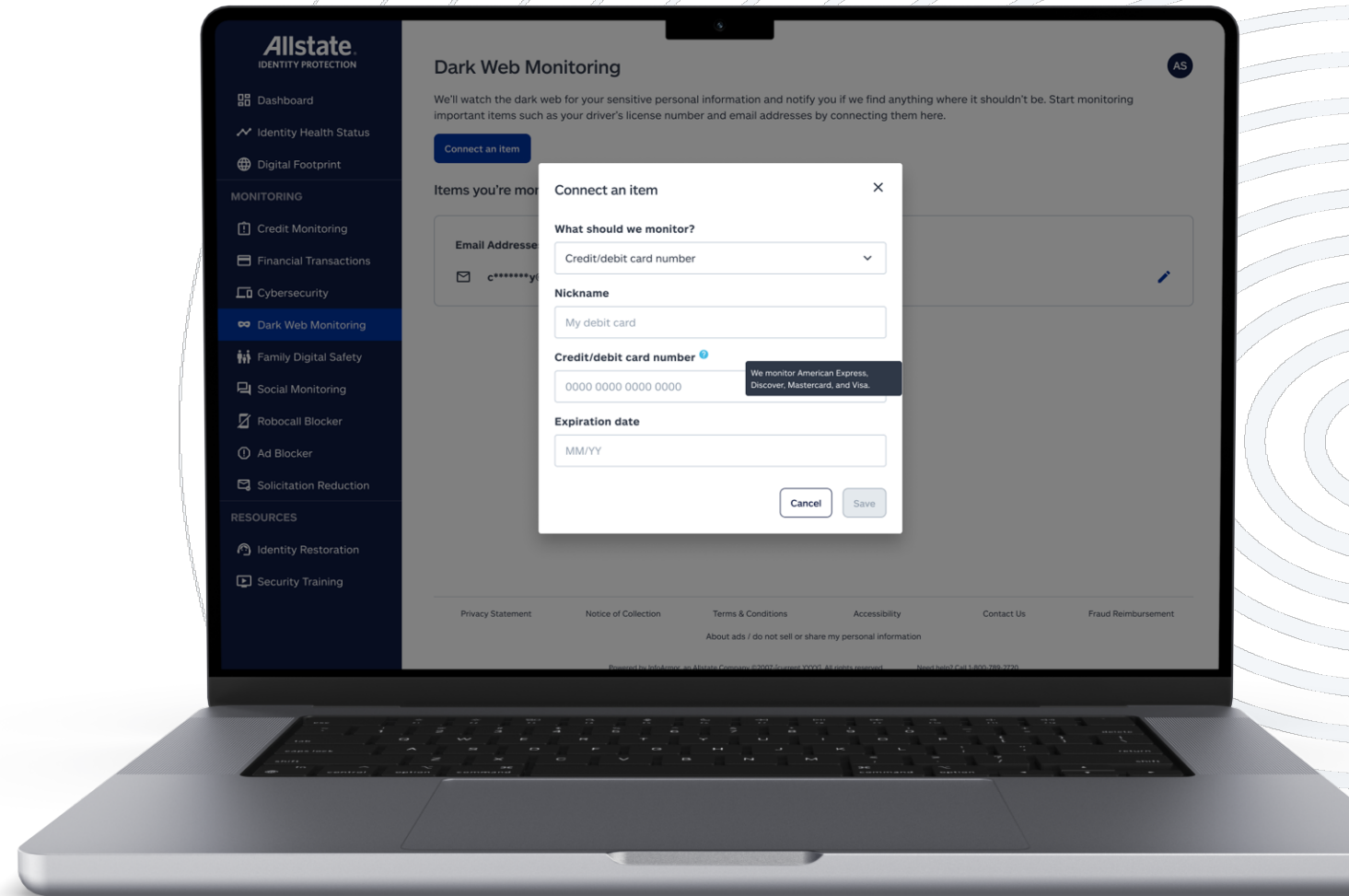
You can also submit a dispute regarding any incorrect information on your TransUnion credit report directly through the portal. To submit a dispute, click on your TransUnion credit report. Scroll down to the bottom of the report and click “Start a dispute.”



dark web monitoring

To activate, click "Dark Web Monitoring" on the left side of the portal. Select "Connect and 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.

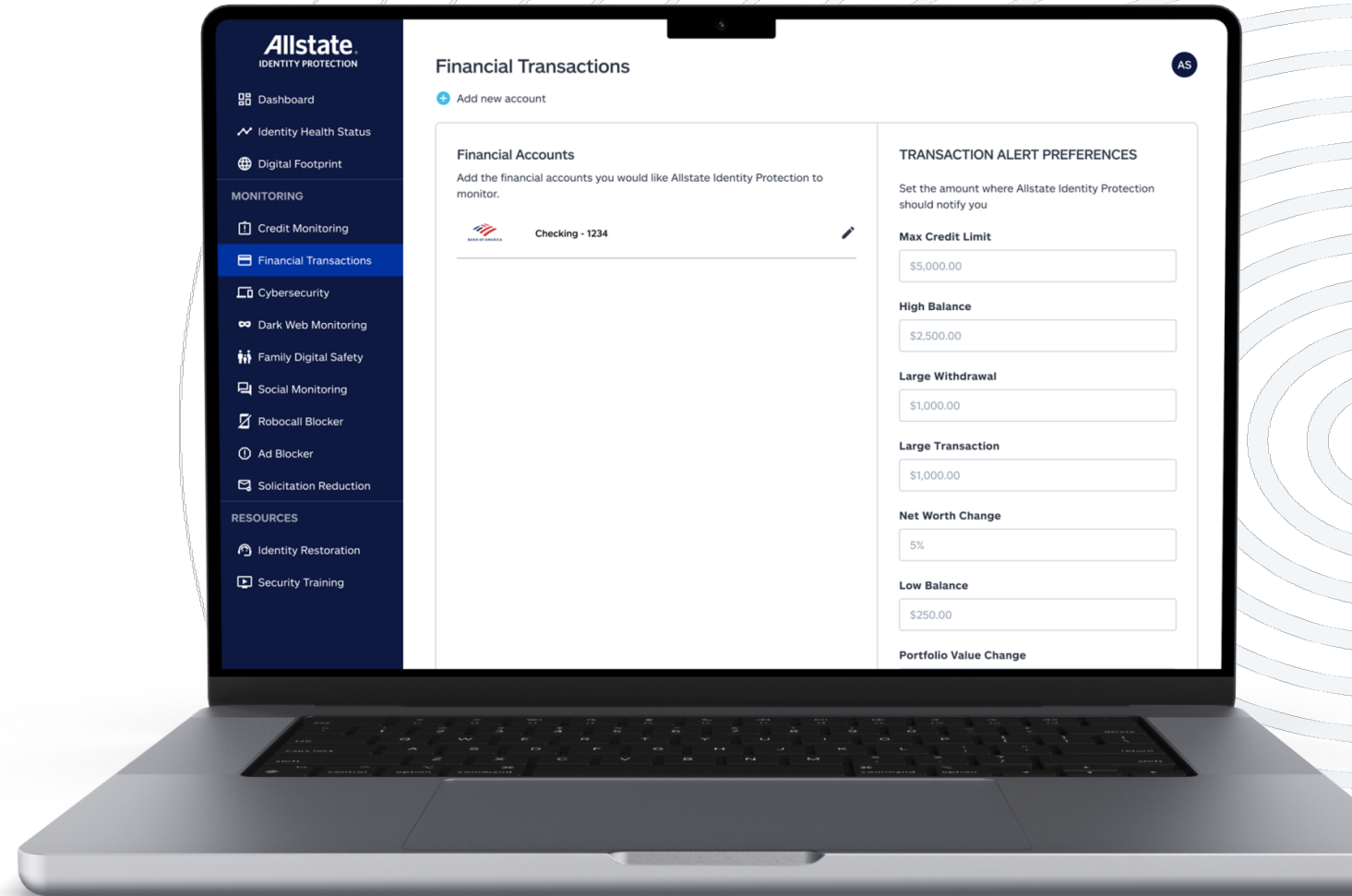
Should we discover any of the items entered here on the dark web, you will receive an alert.



financial transactions

To activate, click “Financial Transactions” on the left side of the portal. Click “Add new account” and then select your financial institution. Enter your account information to begin monitoring for suspicious activity.

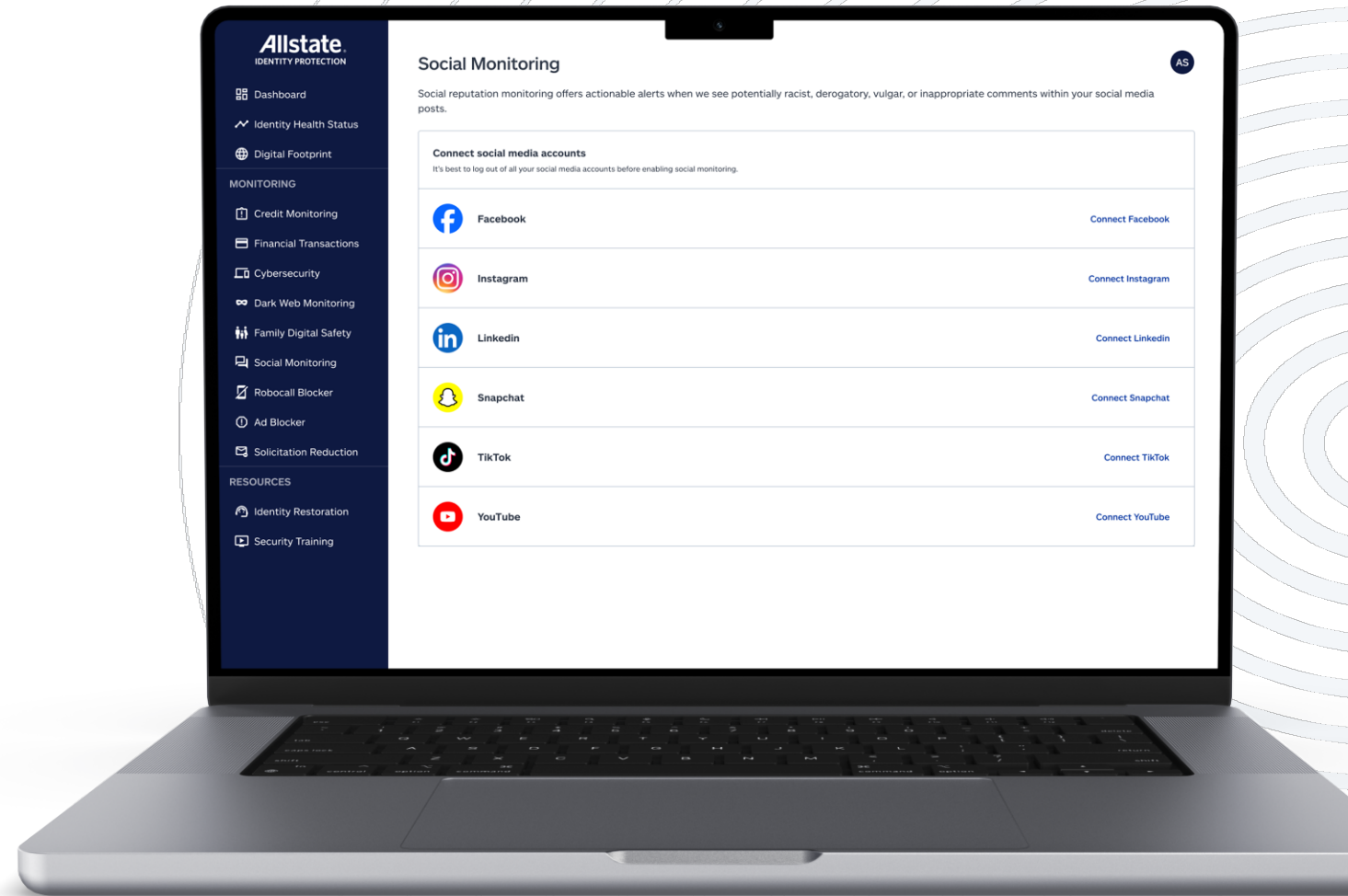
You can adjust your account thresholds or use the default thresholds that automatically appear. Add, edit information, and adjust thresholds on a variety of accounts such as savings, debit, HSAs, and 401(k)s.



social media account takeover monitoring

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, Instagram, LinkedIn, Snapchat, TikTok, 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[®]

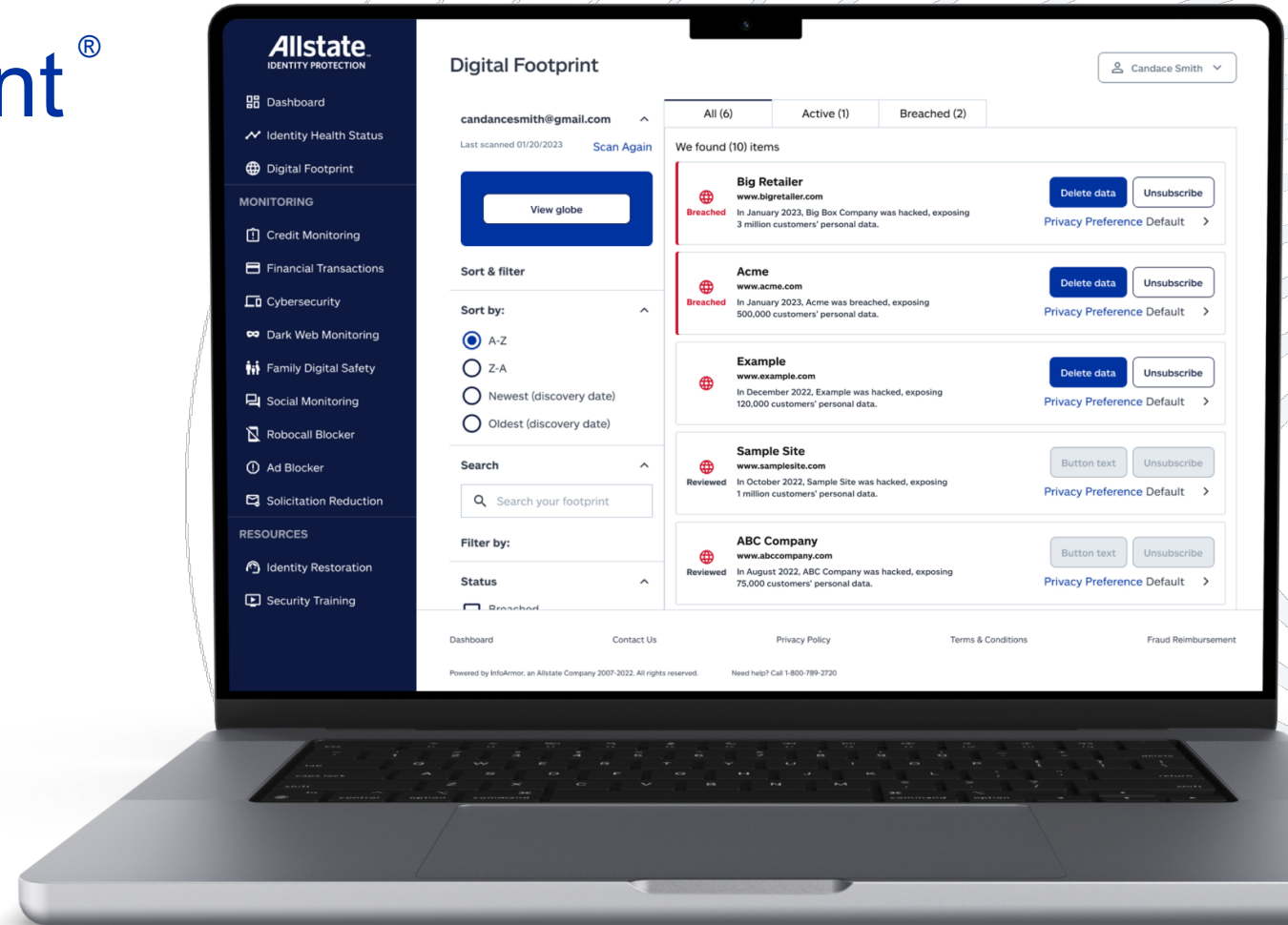
Available with Allstate Identity Protection Pro+

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[‡]:

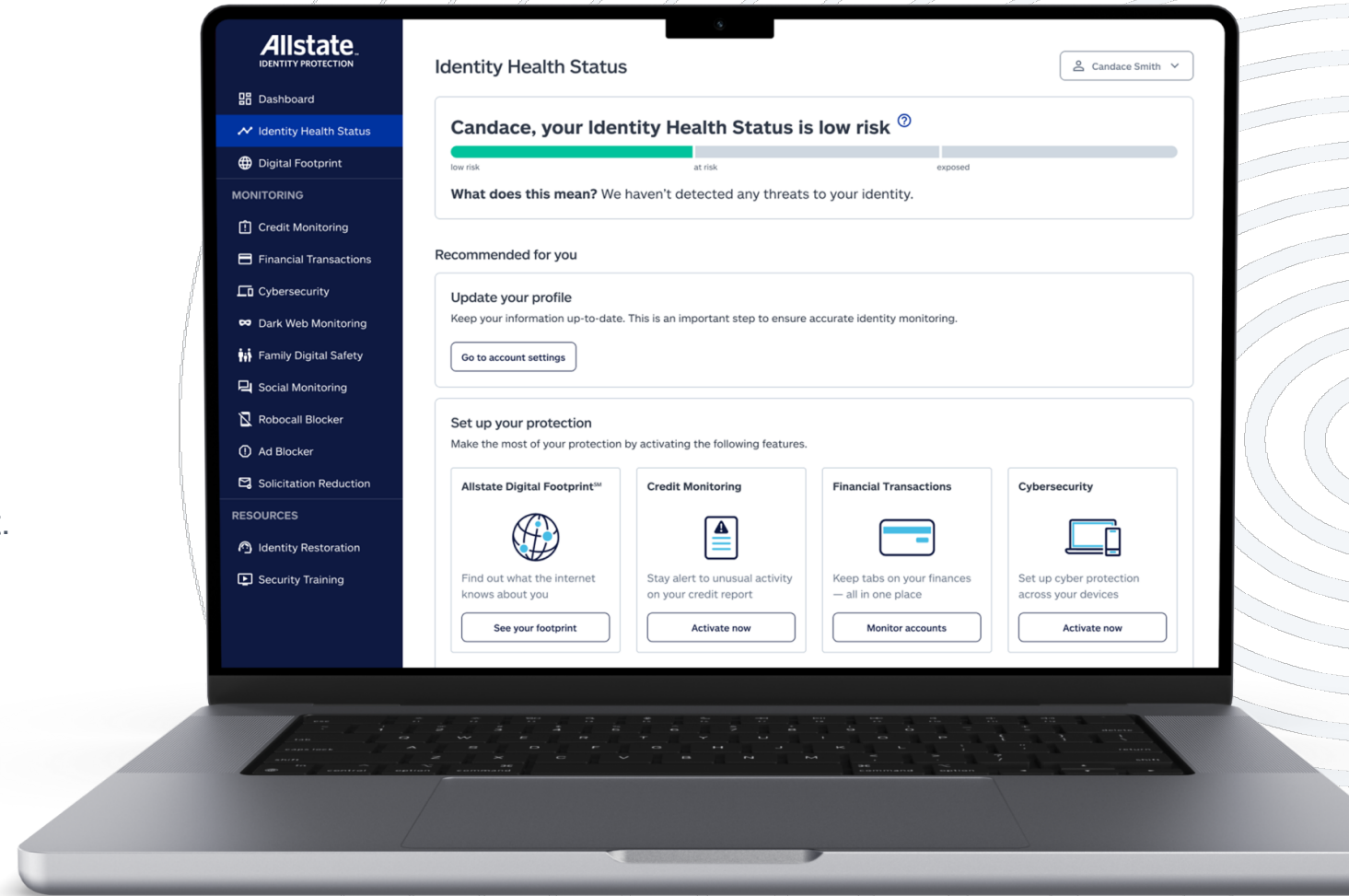
- Click the "Digital Footprint" tab and enter your email address. (The Allstate Digital Footprint supports Google, Yahoo, AOL, and Microsoft email addresses)
- Select "All" to see a list of all the connections we found, including the ones you may have forgotten about. We'll scan your digital footprint 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.



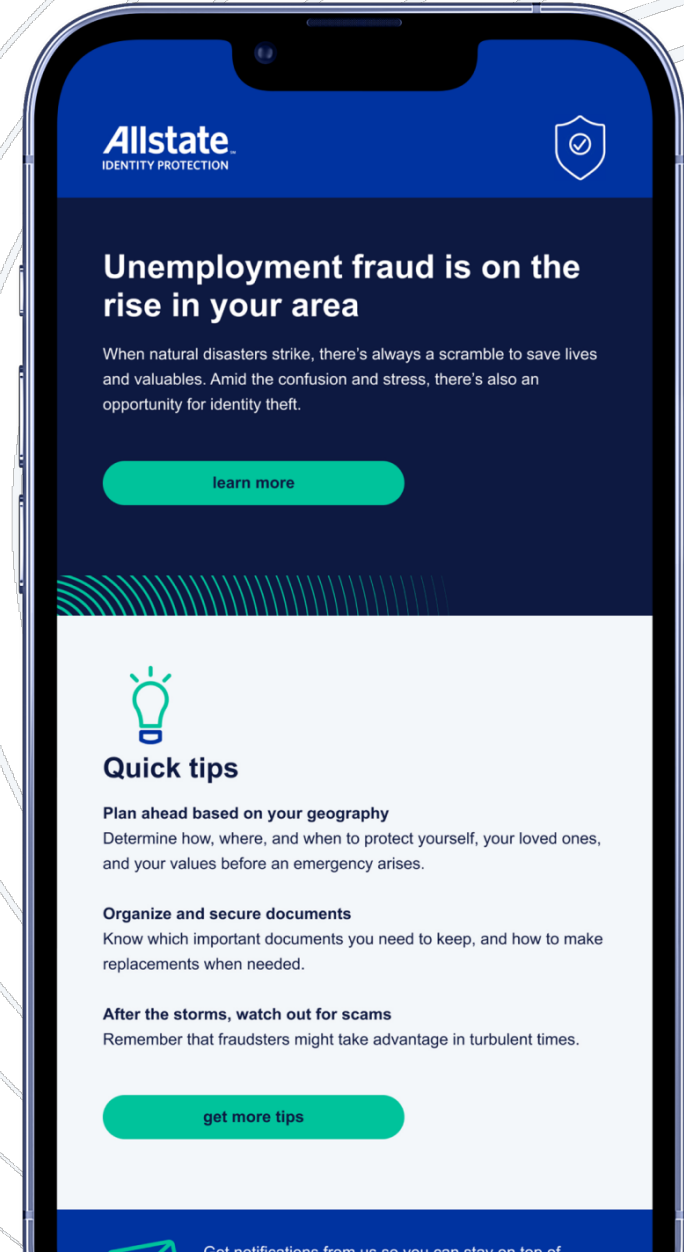
Identity Health Status

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 Allstate Identity Protection portal and in your monthly status email.



Allstate Security Pro[®]

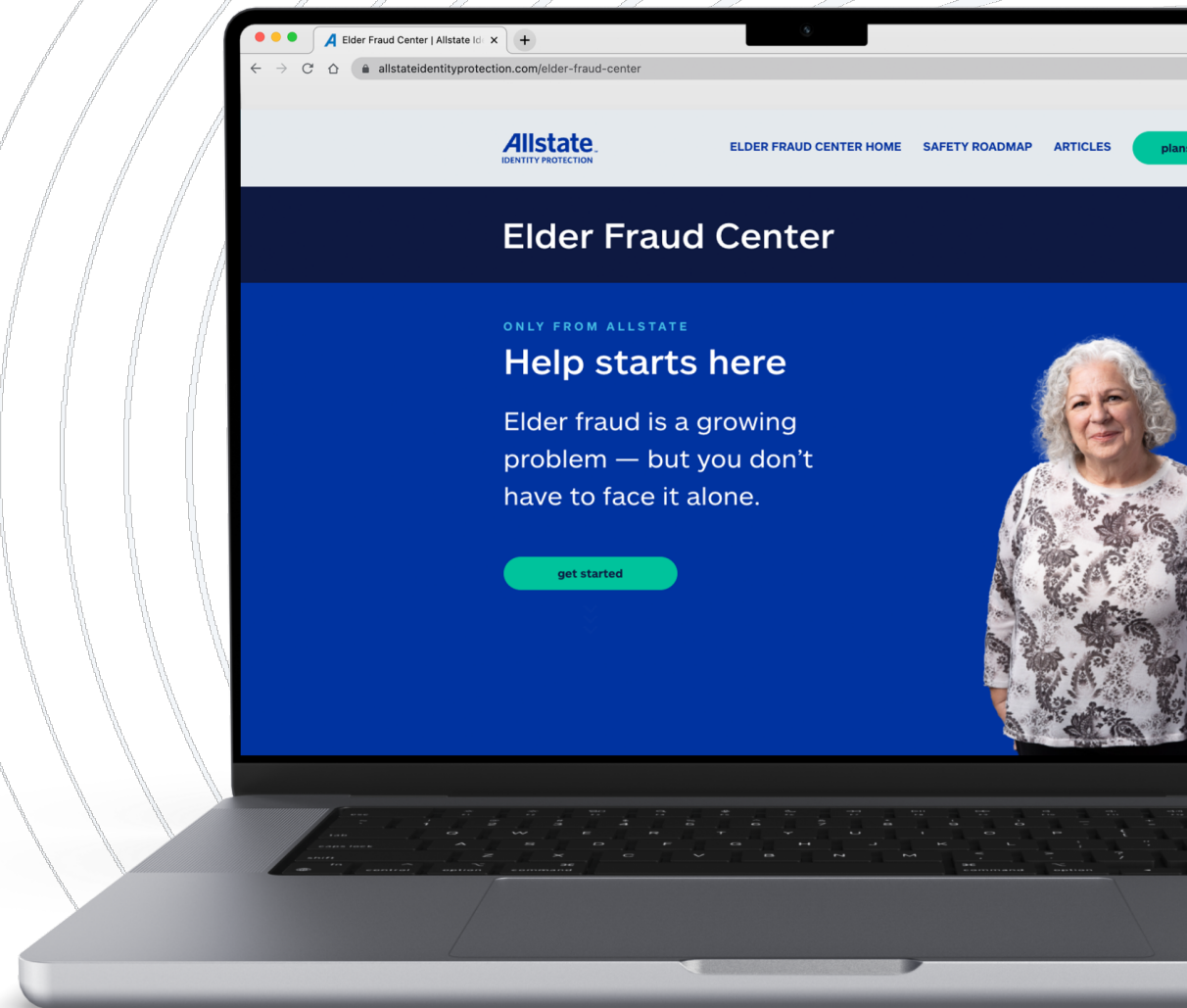
Receive personalized email alerts about heightened security risks and fraud trends, to help you stay prepared and protected. Available to all our members, no sign up required.



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.



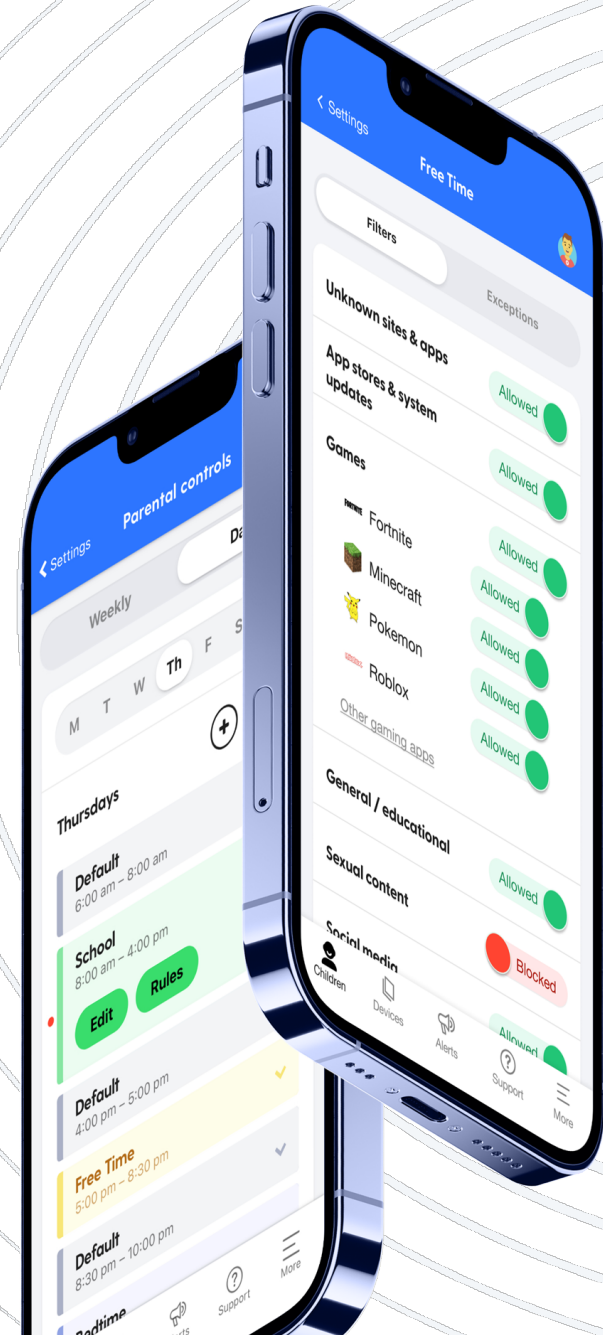
family digital safety tools with **Bark for AIP***

Available with an Allstate Identity Protection Pro+ family plan

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
- **Location tracking**
Track device locations so you know where they are without asking

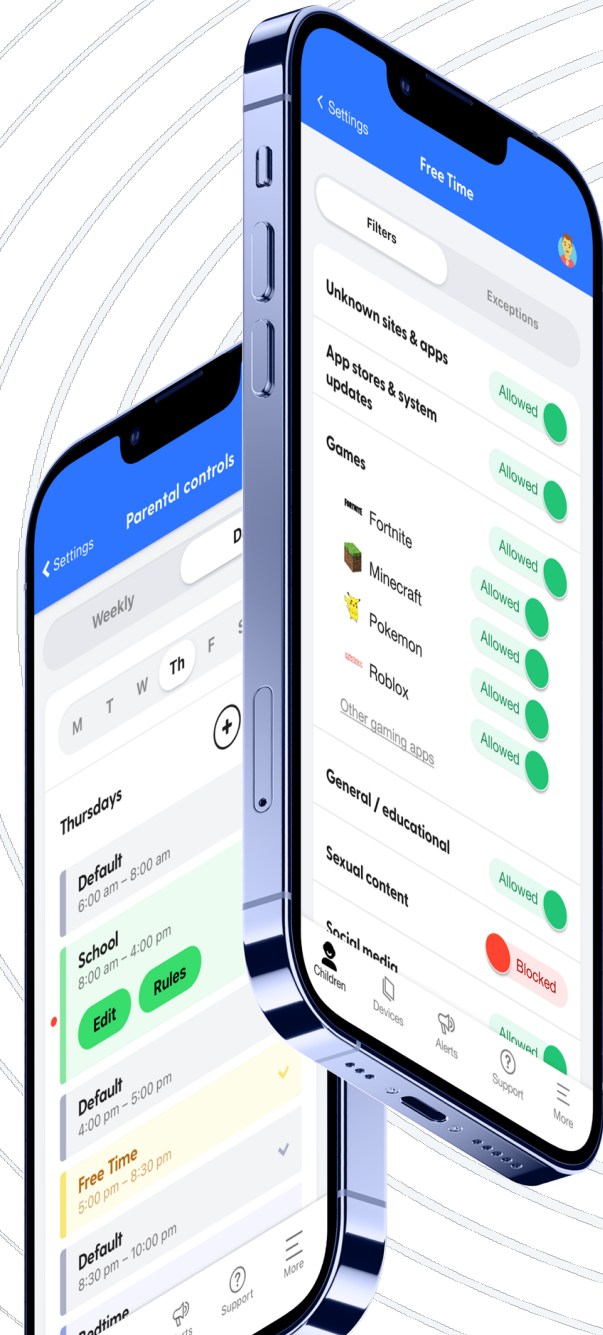
*See full policy for details.



Activate family digital safety tools

Available with Allstate Identity Protection Pro+ family plan

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.

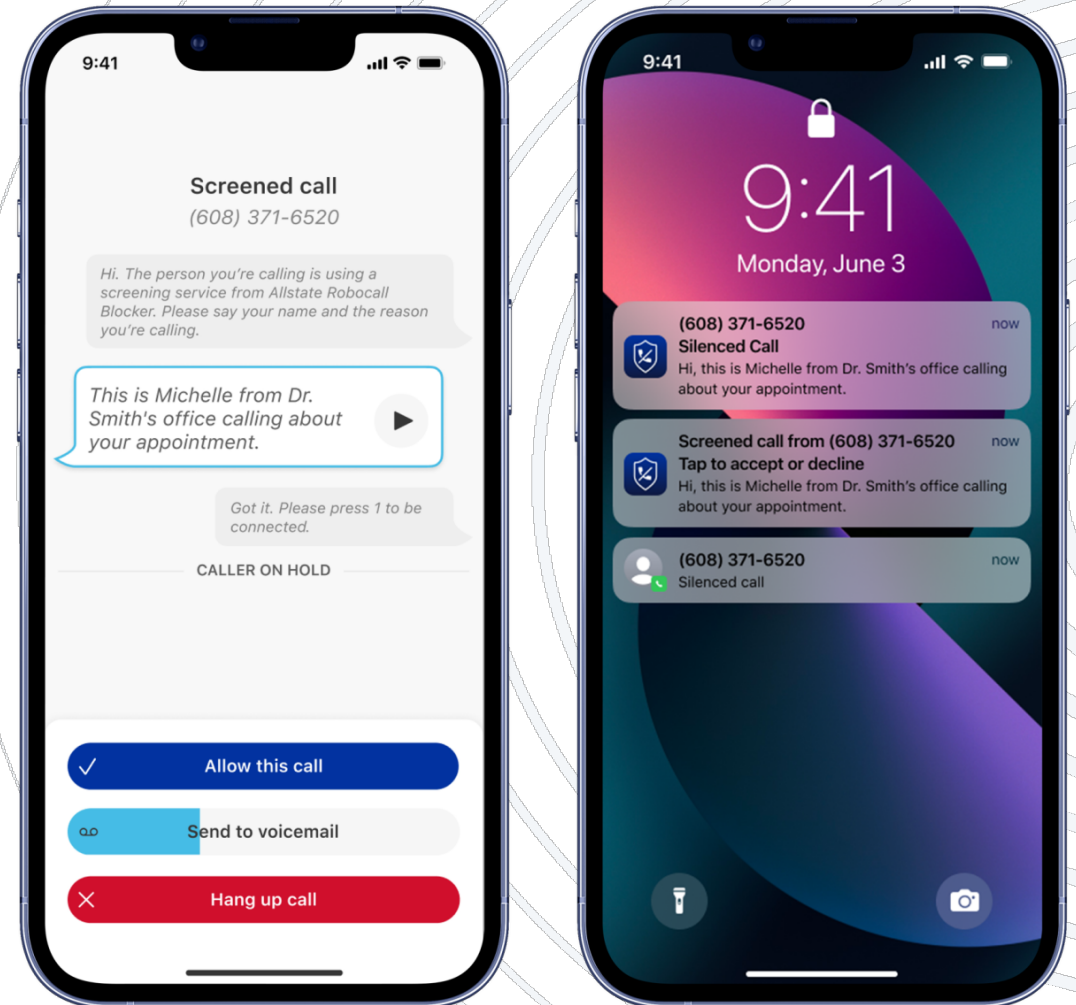


robocall blocker[‡]

Available with Allstate Identity Protection Pro+

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.



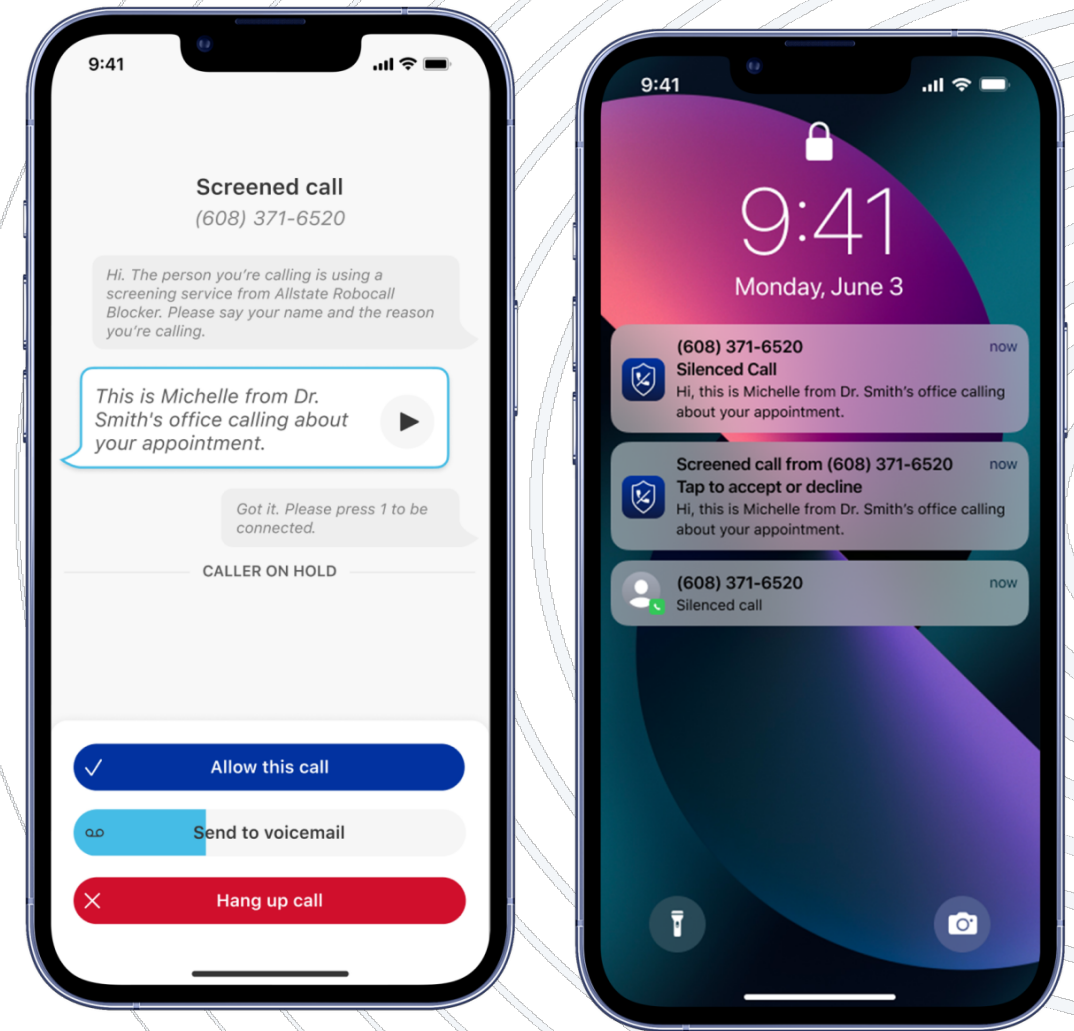
[‡] Some features require additional activation. Privacy management features cover up to five email addresses in a family plan. Robocall blocker and ad blocker can only be used by primary subscriber, even in a family plan. Cyber and family digital safety features are managed through the primary subscriber's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

ad blocker[‡]

Available with Allstate Identity Protection Pro+

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.



[‡] 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.

how to **get the most** out of Allstate Identity Protection



Verify credit monitoring to receive rapid alerts



Set up financial transaction monitoring for your financial accounts



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



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



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



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.



Questions? 1.800.789.2720
Or visit myaip.com