



FAQs: Upgraded IDShield Plans

Q: What is new with IDShield?

A: We have added new, state-of-the-art features to your IDShield Plan. These new features include:

- A New Member Portal
- A New Mobile App
- \$1 Million Identity Fraud Insurance Policy
- Username and Password Monitoring
- Hard Credit Inquiry Alerts
- Customizable Social Media Alerts
- Sex Offender Monitoring and Alerts
- Medical Data Reports Consultation
- High Risk Application Monitoring
- Public Record Monitoring
- Telecom Monitoring
- Mother's Maiden Name Monitoring
- Investment Account Number Monitoring
- National Provider Identifier Number Monitoring

And once you activate your account at idshield.cloud/activate, you can also explore the new features and add the items you want monitored within your account.

Q: Do I still get full consultation and restoration?

A: Yes. You will be served by certified and Licensed Private Investigators who will do whatever it takes for as long as it takes to assist you.

Q: Is the price changing?

A: No. All new features are included as a free upgrade. Our mission is to deliver exceptional products and services and these updates ensure we remain best in class. Therefore, we are including these new features at no additional cost.

Q: Do I need to do anything to get the upgrade?

A: Yes. To get the benefits of this free upgrade, you'll need to activate your account at idshield.cloud/activate.

Q: What if I don't know my IDShield membership number?

A: There are multiple places to get your IDShield membership number:

- It's included at the top of your activation email
- You can call us at 888-807-0407. We're open Monday – Friday, 7 a.m. to 7 p.m. CT
- You can email us at membersupport@legalshield.com

Q: Why do I need to create a new login?

A: It's part of the authentication process to unlock all the new benefits of your plan. You'll use the new login to access your IDShield account from now on. You'll also use the new login for the IDShield Plus mobile app.

Q: When I tried to log in to my existing IDShield account, I received a message stating that my membership is inactive. What does this mean?

A: It simply means you have been upgraded and are ready to activate your new account. You will need to reactivate your account at idshield.cloud/activate to receive these new enhanced benefits. You will also need to download the new IDShield Plus mobile app.

Q: Do I need to keep my old login information?

A: No, the new login you create when you authenticate is the only IDShield login you'll need from that point on.

Q: Can I delete the IDShield mobile app from my device?

A: Yes. Once you activate your account at idshield.cloud/activate you'll be ready to delete the IDShield app and use the IDShield Plus mobile app from that point on. The IDShield Plus app has all the new features plus a great new look.

Q: Do all my monitored items carry over?

A: Your main details will carry over once you log in and activate your account. To take advantage of all the new monitoring features, you will need to enter additional data. We will also ask that you verify all other data once logged in.

Q: I went to idshield.cloud/activate and entered my information but received a message that my account is inactive. What does this mean?

A: It means your account is not quite ready to activate. Please return to idshield.cloud/activate and try again in 12-24 hours.