



## Identity Theft Assistance Services

Attract and Retain Loyal Employees with a New Benefit at No Cost

When you choose Madison National Life Insurance Company, Inc. (MNL) for your life and/or disability insurance, you are eligible to receive our FREE Identity Theft Recovery Service from IDX. If your covered employees and their family members should become victims of identity theft, they can receive this no-cost identity theft recovery service.

### Why Add Identity Theft Services to Your Employee Benefits Package?

Identity theft affects millions of Americans.<sup>1</sup> You can help ease some of your employees anxiety and add tremendous value to your benefits package at no cost.

Restoring identities can be a slow and time-consuming process with numerous phone calls and mounds of paper work. For some victims, it can take years. This program will help ensure that your employees can stay focused on their jobs.

### How IDX Identity Theft Recovery Works

IDX Identity Theft Recovery provides expert guidance if your employees or their family members suspect they are victims of identity theft. The IDX team of specialists provide email and phone support and concierge-style services to offer peace of mind and save valuable time.

If identity theft is confirmed, a dedicated recovery specialist will

assess the situation. They will work with the victim every step of the way until the identity is restored to pre-fraud status. Support may include:

- Assistance with investigation of the suspected identity theft
- Guidance through the recovery process
- Recovery for all 9 types of identity theft
- Advice from trained professionals in identity protection
- Single point-of-contact for victims
- Assistance with notifying law enforcement or local government agencies
- Limited Power of Attorney to work on the victim's behalf
- Documentation including fraud affidavit
- And much more

### About IDX

Since 2003, IDX has served many of the largest insurance, healthcare, financial services, retail, higher education, and government organizations in the U.S. IDX is an ID Experts product chosen by millions as the most complete identity protection service.

IDX applies the same level of protection that Fortune 500 firms and government institutions use, to protect the identities of individuals and their families.



*Identity theft assistance services are provided by IDX, which is not affiliated with Madison National Life Insurance Company, Inc. Services provided by IDX are not part of Madison National Life's insurance products, and Madison National Life is not responsible for any acts or omissions of IDX in connection with or arising under identify theft assistance services.*

*Access to IDX program is conditioned upon: (i) your employer remaining a Madison National Life customer; and (iii) the program terms and conditions. This program does not provide credit repair services or any form of legal advice.*

<sup>1</sup> <https://www.iii.org/fact-statistic/facts-statistics-identity-theft-and-cybercrime>





## NIS Embedded and Enhanced EAP

| Service Description      |                           | NIS Embedded   | NIS EAP<br>Enhanced Services   | NIS EAP GOLD<br>Enhanced Services   |
|--------------------------|---------------------------|--|--|---|
| <b>Employee Services</b> | Eligibility               | Employees  | Employees and household Family Members   | Employees and household Family Members  |
|                          | Access                    | 24-hour assistance via toll-free number  | 24-hour assistance via toll-free number, live chat, text, mobile app   | 24-hour assistance via toll-free number, live chat, text, mobile app  |
|                          | In-Person Sessions        | Up to 3 in-person sessions per year  | Up to 4 in-person sessions per presenting problem per year   | Up to 5 in-person sessions per presenting problem per year  |
|                          | Types of Problems Covered | Including but not limited to:<br>- Marital/Family<br>- Depression<br>- Addictions<br>- Grief/loss<br>- Stress/Anger<br>- Life transitions  | Including but not limited to:<br>- Marital/Family<br>- Depression<br>- Addictions<br>- Grief/loss<br>- Stress/Anger<br>- Life transitions  | Including but not limited to:<br>- Marital/Family<br>- Depression<br>- Addictions<br>- Grief/loss<br>- Stress/Anger<br>- Life transitions   |
|                          | Work Life Services        | Access to:<br>- <u>Attorneys</u> for legal questions.<br>- <u>Financial counselors</u> for financial concerns and debt management.<br>- <u>Work Life Specialists</u> for childcare, eldercare, adoption and education referrals and information. | Access to:<br>- <u>Attorneys</u> for legal questions.<br>- <u>Financial counselors</u> for financial concerns and debt management.<br>- <u>Work Life Specialists</u> for childcare, eldercare, adoption and education referrals and information. | Access to:<br>- <u>Attorneys</u> for legal questions.<br>- <u>Financial counselors</u> for financial concerns and debt management.<br>- <u>Work Life Specialists</u> for childcare, eldercare, adoption and education referrals and information.  |
|                          | Case Management           | Provided as needed to assure quality- no additional charge if provided within two weeks after the employee was seen  | Coordinated telephone intake, assessment, referral, case management and follow-up. Follow up occurs 7 days and 30 days post intake   | Coordinated telephone intake, assessment, referral, case management and follow-up. Follow up occurs 7 days and 30 days post intake  |
|                          | Interactive web site      | Included with access to articles, self-assessments, discount centers, online legal form templates.   | Included with access to articles, self-assessments, discount centers, online legal form templates.   | Included with access to articles, self-assessments, discount centers, online legal form templates.  |
|                          | Wellness Enhancements     | LIFT – automated virtual fitness journeys users access through their mobile device in the LIFT session app.  | LIFT – automated virtual fitness journeys users access through their mobile device through the LIFT session app.   | Corporate and Personal challenges, Wearable tech integration, Personalized recommendations, Digital health coaching, Tiers/points for engagement, Incentives, Virtual fitness challenges, Advanced TWI analytics, Telephonic health coaching<br>LIFT: Virtual fitness journeys, health coach chat and global challenges |
| <b>Employer Services</b> | Account Management        | Not included   | Account manager provides program implementation, coordinates promotion and training services, ongoing review of program design and utilization reporting.  | Account manager provides program implementation, coordinates promotion and training services, ongoing review of program design and utilization reporting.   |
|                          | Management Consultation   | Not included   | Management/supervisor consultation, policy development and procedure review. Supervisor Mandated Referrals included in the program.  | Management/supervisor consultation, policy development and procedure review. Supervisor Mandated Referrals included in the program.   |
|                          | Onsite Training*          | Fee for Service*   | Two (2) hours of employee and management onsite Value Add training included per year. Hours to be used towards CISD or training*   | Two (2) hours of employee and management onsite Value Add training included per year. Hours to be used towards CISD or training*  |
|                          | Program Promotion         | Not included   | Employee wallet cards, brochures and monthly newsletters.  | Employee wallet cards, brochures and monthly newsletters.   |
|                          | Reporting                 | Not included   | Quarterly reports provided   | Quarterly reports provided  |
|                          | Onsite Crisis Services*   | Fee for Service*   | Two (2) hours of onsite critical incident support included per contract year. Hours to be used towards Critical Incident Support or Trainings*   | Two (2) hours of onsite support included per contract year. Hours to be used towards Critical Incident Support or Trainings*  |
| <b>Rate</b>              |                           | 1-200 employees: \$3,450 annually<br>201-1000 employees: \$1.44 PEPM   | \$3.18 PEPM<br>Minimum Annual Contract Value of \$2,000.00   |   |

\*Additional hours can be purchased on a Fee-for-Service basis | Critical Incident Support: Embedded - 3 hour minimum; \$300 per hour plus travel costs; Enhanced Plans: \$250 per hour after bank of hours per contract year plus travel costs| Training hours start at \$600 plus travel costs and range based on topic, duration, attendee #, etc.