



## LegalShield and IDShield F.A.Q.

### Frequently Asked Questions

#### 1. What are the costs of these benefits?

The IDShield Employee Plan is \$16.95 a month and the IDShield Family Plan is \$31.95 a month.

The LegalShield Family Plan is \$21.95 a month.

If you enroll in both plans a reduced rate is applied and the monthly cost would be:

- LegalShield + IDShield Employee Plans is \$38.90 a month.
- LegalShield + IDShield Family Plan is \$50.90 a month.

#### 2. Who is covered?

The IDShield Individual Plan covers the participant only (employee).

The IDShield Family Plan covers the participant (employee), participant's spouse/partner, and dependent children under the age of 26. Consultation, monitoring and restoration services are provided to dependent children under the age of 18. Consultation and restoration services are provided to dependent children ages 18 to 26.

The LegalShield Family Plan covers the participant (employee); participant's spouse; dependent children of the participant and/or participant's spouse, under 26 years of age. A dependent is defined as the natural or adopted child of the participant, or participant's spouse for the purpose of this plan benefit.

#### 3. Is there a benefit to enrolling in both LegalShield and IDShield benefits?

Yes, participants who enroll in both the LegalShield and IDShield plan can receive credit education and counseling services. IDShield Identity Theft Specialists will provide one-on-one education to help you understand your valuable credit rating and actions that are likely to have an impact on your credit score. Additionally, your provider law firm can offer legal consultation on the laws surrounding credit scores and lending as well as draft letters on your behalf and review documents up to 15 pages.

A reduced rate is also applied if you enroll in both the LegalShield and the IDShield Family Plan.

#### 4. What is a virtual private network (VPN), and how does IDShield's VPN Proxy One work?

A virtual private network (VPN) encrypts a connection over the internet from a device to a network. The encrypted connection helps ensure that sensitive data is safely transmitted, prevents unauthorized people from eavesdropping on the traffic and allows users to conduct work remotely and privately.

IDShield's Virtual Private Network (VPN) Proxy One from Trend Micro™, utilizes bank-grade data encryption to prevent a participant's incoming and outgoing internet traffic from being tracked, hacked, or censored. It turns a public hotspot into a secure Wi-Fi. The IDShield Individual Plan

provides protection for up to three devices, and the IDShield Family Plan provides protection for up to 15 devices.

*System Requirements: Windows Operating System: Microsoft® 10 RS3 and above, Mac Operating Systems: Apple® macOS 10.12 and above, Android Operating Systems: Android 5.X and above, iOS Operating Systems: iOS 9.X and above*

### **5. Can IDShield's online parental controls be set on tablets and mobile devices?**

Yes, IDShield's Maximum Security Protection from Trend Micro allows participants to set parental controls and content filters to monitor and block what web pages can be viewed. Additionally, parents can schedule specific timeframes during which their children can browse the web.

When your plan becomes effective you will receive information on how to create your IDShield account. After you create your account, you will need to create an account with Trend Micro. Once you have signed into your Trend Micro account you, will have the option to download the software or mobile security app. If downloading the software, please follow all steps listed on the confirmation page. If downloading the mobile security app on an iOS device, go to web guard in the app> VPN Settings>Trend Micro Parental Controls. If downloading to an Android device in the app go to protection level settings>parental controls.

*System Requirements: Windows Operating Systems: Microsoft® Windows® 7 (all versions) with Service Pack 1 (SP 1) or later, Microsoft® Windows® 8.1 (all versions), Microsoft® Windows® 10 (Windows IOS and ARM processors only supported by IDShield Endpoint Anti-Malware on Microsoft® Store). Mac Operating Systems: Apple® macOS 10.14 to 10.15 and macOS11 Big Sur, Chrome OS Operating System: Chrome OS 79 or higher (Chromebooks only supported by IDShield Endpoint Anti-Malware on Chrome Web Store), Android Operating Systems: Android 4.1 or later. IOS Operating Systems: iOS 9 or later.*

### **6. What mobile device protection does IDShield provide?**

IDShield's Mobile Security from Trend Micro, provides protection from ransomware, potentially dangerous and harmful websites, unsafe Wi-Fi networks, and more. The IDShield Individual Plan provides protection for up to three devices and the IDShield Family Plan provides protection for up to 15 devices.

*System Requirements: Android Operating Systems: Android 4.1 or later. IOS Operating Systems: iOS 11 or later. iPadOS 13.0 or later. 64-bit device required for latest version.*

### **7. How can I share IDShield's Password Manager with my children, and are there any limits to the number of passwords that can be stored?**

IDShield's Password Manager from Trend Micro, allows participants to create strong and unique passwords and safely secure them. There are no limits to the number of passwords that can be stored. The Password Manager can identify weak passwords and change them with unique, strong passwords. The IDShield Individual Plan provides one Password Manager license, and the Family Plan provides six Password Manager licenses. The Password Manager can be downloaded on your mobile device or accessible on your desktop.

If you enroll in IDShield's Family Plan, you will have the ability to share the Password Manger with your spouse and/or dependent children. Upon your plan's effective date, you will receive information on how to access your services. You will be instructed to create an account with Trend Micro and once you have signed in, you will have the ability to share the Password Manager licenses from your IDShield Member portal. Secondary users will receive an email with instructions to create their own Trend Micro accounts and to download the Password Manager.

*System Requirements: Windows Operating Systems: Microsoft® Windows® 7 (all versions) with Service Pack 1 (SP 1) or later, Microsoft® Windows® 8.1 (all versions). Microsoft® Windows® 10 (all versions). Edge browser not supported. Mac Operating Systems: Apple® macOS 10.12 to 10.14, Android Operating Systems: Android 5.1 or later. iOS: iOS 11.0 or later. 64-bit device required for latest version*

#### **8. What happens to my coverage if I terminate employment?**

Upon termination, participants will receive information from LegalShield with options and instructions for continuing coverage directly with LegalShield. Coverage options and monthly costs will be the same as the current group plan and rate. If coverage is not continued, benefits will end 45 days after employment is terminated.

#### **9. After enrolling, how can I start to use this benefit?**

When your plan becomes effective, you will receive an email on how to create your account. If you have questions about creating your account please call Customer Care.

Hours are 7 a.m. to 7 p.m. CT, Monday – Friday

Phone: (800) 654-7757

Email: [memberservices@legalshield.com](mailto:memberservices@legalshield.com)

#### **10. How do I add my spouse and/or dependent children to my LegalShield/IDShield plan?**

You can add your spouse/dependent children your LegalShield plan using LegalShield's mobile app. Simply select "Account" in the mobile app and under account settings select "manage members".

With your IDShield benefit, your spouse will need to create their own account at [idshield.cloud/activate](http://idshield.cloud/activate). To add your dependent children for child monitoring simply select "Identity Monitoring" in the IDShield Member Portal or in the IDShield Mobile App, and then select "Minor Identity" and click the "add Minor" button to add your dependent children.

For more information on your benefits, please visit [enter Microsite URL](#).

