



# Fraud Resolution

The core of the service we offer is Fraud Resolution.

We're here to help resolve problems of identity theft and virtually all related identity fraud issues.

The most common include: identity theft, account takeover, credit card fraud and concerns or suspicions of such crimes.

With years of experience, our personnel recognize that every call made to us is important. Our mission is to resolve these issues in the most professional and compassionate manner possible.

Identity Theft and the ever-changing variants of it are heinous crimes that can afflict anyone from a newborn infant to an extended care patient. Even the deceased are potential victims. The impact of these crimes on victims can be devastating, both psychologically and financially. In fact, annual economic losses from identity theft now exceed \$ 50 billion. The process of recovery can be arduous and frustrating without reliable and professional assistance.

The victim has his or her own personal fraud specialist who will work one-on-one with the victim throughout the resolution process. Victims have unlimited access to their specialist and are given a toll free number directly to their specialist to discuss questions, concerns and case progress.


ID Resolution fraud specialists are highly trained professionals with years of experience dealing with fraud and consumer needs. We believe that each individual's case is unique and requires a strategy to most effectively satisfy their specific needs and level of comfort. Each fraud specialist recognizes the urgency to minimize damage, mitigate stress, and conserve the amount of time each victim must expend resolving the case.

From the moment of the first call, a case managed file is created for each victim or concerned individual. ID Resolution's fraud specialists work directly with the relevant parties, including credit bureaus, collection agencies, creditors, law enforcement and government agencies to rectify all issues associated with the event. Our specialists prepare the necessary correspondence to all relevant parties of the fraud and assists the victim to place credit file alerts and freezes, should such action be appropriate.


As part of our resolution process, we make available to victims a variety of reports and monitoring products. These products are helpful to measure the progress of resolution and to serve as early warning indicators of potential future fraud.


Where appropriate, and at no extra charge, an extensive suite of monitoring products are provided to the victim and include :


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Triple Bureau credit report
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Cyber Monitoring of Credit Cards, Bank Accounts, Medical ID, Drivers License etc
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Triple Bureau credit monitoring
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Social Security Number trace
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Court Records monitoring
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Pay Day Loan Monitoring

Few companies provide such robust services and most only provide minimally assisted-resolution or kit based resolution. We offer an affordable, cost effective solution. Integration is seamless and easy to implement.

