

Identity Restoration Services

Trisura Guarantee Insurance Company has partnered with Assistenza Canada Inc. to provide you with a full suite of Identity Restoration Services that will help you and others in your household in the event of a stolen identity.

These services will help you:

- Reduce Stress
- Minimize Damage
- **Restore Normalcy Fast and Efficiently**

At the end of the day, it's your good name at stake!

For professionals, it is all the more true that your name and related reputation is your biggest asset and we want to help you protect it.

Identity theft is the unlawful acquisition and collecting of an individual's personally identifiable information ("PII") for criminal purposes. It is a growing problem and a real cause for concern. With an individual's PII, identity theft can quickly progress to identity fraud, characterized by the deceptive use of an individual's PII in connection with fraudulent acts, including but not limited to wrongful impersonation and use of credit or debit cards used without authorization.

How we can help

Our Identity Restoration Services Policy provides true peace-of-mind and provides expert end-to-end support for policyholders facing a stolen identity event. The annual premium provides services to yourself and to members of your household.

Self-Service Information & Education

For clients who are looking for clarity, direction, and resources before taking action.

- **Event Verification Guidance** – Assistance in confirming whether identity theft has occurred.
- **Case Organization Tips** – Help organizing the facts and details of the potential fraud.
- **Know Your Rights** – Explanation of the policyholder's legal rights and available protections.
- **Understanding the Fraud** – Support in identifying the type and scope of the fraud.
- **Credit Report Education** – Guidance on how to read, understand, and interpret a consumer credit report.
- **Responsibilities & Next Steps** – Education on what actions the policyholder must take and how the process typically unfolds.
- **Resource Navigation** – Help using online tools and self-service platforms for identity recovery.



Guided Support from Start to Finish

For clients who prefer hands-on help from certified Identity Fraud Experts throughout the recovery journey.

- **Personalized Case Support** – One-on-one guidance to document and detail the incident.
- **Form & Report Assistance** – Help completing police reports, dispute letters, and identity theft statements.
- **Ongoing Consultations** – Continuous access to our specialists throughout the case resolution.
- **Correspondence Preparation & Delivery** – Drafting, forwarding, and following up on critical communications.
- **End-to-End Coordination** – Ensuring all required documents are sent to the correct parties for resolution.

Limited Power of Attorney Support (When authorized by the policyholder)

For more complex cases, where a Limited Power of Attorney (LPoA) is executed, we take a more hands-on role in resolution. You will have access to lawyers and related experts to help verify your identity has been compromised and help you restore your identity while you go on with your daily routine.

These services are offered not on an advisory basis, but are conducted on your behalf. Experts will manage the entire process of restoring your good name, navigating through the maze of agencies and businesses involved with identity restoration, eliminating hours of work and minimizing out-of-pocket expenses on your behalf.

From start to finish, no identity restoration is complete until you are confident and certify that the event has been completely resolved and your peace-of-mind restored!

Additional Support – Emotional Assistance

We have developed a version of our Identity Restoration Services policy which includes Emotional Counselling Assistance to help policyholders cope with the emotional trauma or the personal hardship that may follow someone's identity being stolen. Imagine someone's identity being stolen and having numerous financial transactions done without their consent. (e.g. loans, credit card purchases, etc.). Such adversity can take a toll on someone's emotional stability, even add more stress to personal relationships.

The Emotional Counselling Assistance gives policyholders access to an unlimited number of calls to a professional counselor concerning various situations such as: emotional trauma, personal hardship, family issues; etc. The service is available 24 hours a day, 7 days a week and is strictly confidential.

Key Contacts

Rob Litt

Vice President, Warranty
robert.litt@trisura.com

Sian Davies

Vice President, Warranty
sian.davies@trisura.com

