

1. How do I Enroll online? (Equifax Credit Watch™ Silver product)

To sign up online for online delivery go to www.myservices.equifax.com/silver

- i. Welcome Page: Enter the Activation Code provided by the call center and click the “Submit” button.
- ii. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
- iii. Create Account: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
- iv. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
- v. Order Confirmation: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

2. Where is my Activation code?

The activation code is provided to you by the call center. This is a unique code and may only be used once.

3. I do not have access to a computer or the internet. Can I enroll into the product?

No, Equifax Credit Watch Silver is an online only product. You must enroll online and view it online.

4. Can my spouse (or dependent) take advantage of this free offer?

Unless your spouse (or dependent) was affected by this incident, they would not be eligible to take advantage of this free offer.

5. Can my minor child take advantage of this free offer?

You must be at least 18 years old to enroll in Equifax Credit Watch Silver.

6. Is this a scam? Are you joining with Equifax to push product or make money?

No. This is not a scam. In response to a recent security incident, we have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you.

7. Are you prepared to protect me in the event ID theft has occurred?

Equifax Credit Watch Silver provides you with up to \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you. For a Summary of Benefits for the Identity Theft Coverage, please log in to your Equifax account (once you have enrolled) and Download your Identity Theft Summary of Benefits. To file a claim, contact 866-IDHELP2

8. When is the enrollment/sign-up deadline for the credit monitoring?

The deadline to enroll is typically 90-days from the date on your letter.

9. I can't enroll in credit monitoring because Equifax says they can't verify my identity?

Please call 866-820-9010

10. I successfully enrolled but I have questions about the credit monitoring?

Please call 866-429-2824

11. How I pull a copy of my credit report?

Please call this phone number 866-429-2824

12. I'm already enrolled and having problems logging into my online Equifax account, what can I do?

Please call 866-820-9108

13. I have tried enrolling and was told that my code is invalid, what do I do?

The code assigned to you is an online enrollment code only, if you tried to enroll over the phone, this code will not be valid. Please call 866-820-9108

14. I want to dispute inaccurate information on my credit file, what can I do?

Please go to this website to file a dispute-

<https://www.ai.equifax.com/CreditInvestigation/home.action>