

Don't leave your MetLife Identity & Fraud Protection behind.

Take your proactive protection with you.



Don't leave this valuable benefit behind

We're pleased to offer you the option to continue your MetLife and Aura Identity & Fraud Protection coverage.

When you separate from your employer—either because you are leaving the company or are no longer eligible for coverage—continue your protection at the same low rate offered through your employer benefits program.

When the coverage is terminated through your employer, you will be placed in a **30-day complimentary service period** in your current plan. An email will be sent to the email address listed in your Aura account settings* with information on switching to a credit card payment within the 30-day complimentary service period. If you do not receive this email, please call us for assistance at 1 (844) 931-2872.

What steps must be taken to continue your coverage?

- 1** You will receive an email from **Aura** on or around your effective separation date when notification is received from your employer. After you receive the email, you can start the process outlined below.
- 2** Log in to your **Aura account** by clicking on the “Don't Get Caught Without Coverage” button in the email you receive from Aura (on or around your separation effective date) or by logging in through https://my.aura.com/sign-in.*
- 3** Hover over your initials in the top right corner of your member dashboard, then select “Membership” from the dropdown menu.
- 4** Click on “Resubscribe” in the account expiration banner message.
- 5** You have the option to remain enrolled in your employer's plan or to select another plan. The plan you are currently enrolled in will be highlighted. Be sure to select the plan you would like to enroll in to continue your membership.
- 6** Enter your credit card information and click “Submit.”

What does porting your coverage mean?

- A.** When your existing workplace benefits change, portability enables you to continue identity and fraud protection for you and your family regardless of employment status.

Will my rates change when I port over the service?

- A.** Rates do not change if your employer offered a 100% voluntary plan. The rates on all plans offered when you port are discounted from Aura's standard direct-to-consumer rates.

Rates can change if your employer sponsors a plan and you bought into a higher plan than the sponsored one. The rates would then be a voluntary buy-up price plus what your employer covered while you were employed.

Can I change my plan when I port my service?

- A.** Yes, you can convert to a different plan in the "My Plan" section in your Aura account.

What happens if I do not port my coverage within 30 days of changing employment?

- A.** Your Aura coverage will be canceled.

What if I still have questions or need assistance?

- A.** The customer service team is available 24 hours a day, 7 days a week, 365 days a year. Call: 1 (844) 931-2872.

Please call Aura directly at 1 844-931-2872
to answer account, technical or billing questions.

*Note: If you are using your work email address, be sure to log in and update the email address to a personal email account
No one can prevent all identity theft or monitor all transactions effectively.

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