

Two Powerhouses in One

 **EZShield®**  **IdentityForce®**

**WHAT DOES IT MEAN FOR
IDENTITYFORCE'S MEMBERS?**



1. **WHY DID THE COMPANY DECIDE TO REBRAND TO BECOME SONTIQ?**

A: Just as **EZShield + IdentityForce united in August 2018**, we are making this unification even stronger by introducing a master brand, where the strengths and power, along with the brand equity that has been built, can continue to grow. Sontiq is a new brand uniting two identity security powerhouses, EZShield + IdentityForce, into one industry leader that can meet the identity security needs intelligently, proactively, and responsibly for all audiences we serve, from consumers to partners to organizations of all sizes.

2. **WHO IS EZSHIELD?**

A: EZShield is an award-winning company that has partnered with businesses in the finance, employee benefits and insurance industries to help protect 27 million consumers and small businesses from the full spectrum of identity crimes. You can learn more about who EZShield is [here](#). In August of 2018, **EZShield acquired IdentityForce**.

3. **HOW DO YOU PRONOUNCE "SONTIQ"?**

A: Sontiq is pronounced "Son-tick."

4. **WILL THE RE-BRAND IMPACT MY ACCOUNT IN ANY WAY?**

POSITIVE OR NEGATIVE?

A: There is no immediate impact on your account, however, as we continue to unify our products and solutions, we are committed to delivering best-in-class identity theft protection and mobile cybersecurity capabilities that will make you less vulnerable to cyber threats and fraudsters.

5. **WHAT WILL HAPPEN TO IDENTITYFORCE?**

A: IdentityForce will become a Sontiq brand, so you will see updates to the web site logo with a small tag line that will indicate "A Sontiq Brand."





1. WILL ANY OF THE SERVICES I HAVE CHANGE?

WILL I GET MORE/DIFFERENT/BETTER/LESS SERVICES?

A: There are no current plans to change your services. We will remain committed to delivering you innovative capabilities that will continue to make you less vulnerable to cyber threats and fraudsters.

2. IS MY IDENTITYFORCE ACCOUNT BEING SHUT DOWN?

A: No. Your IdentityForce account remains in good standing.

3. WILL THERE BE ANY INTERRUPTION TO MY IDENTITYFORCE SERVICE?

A: No. Your coverage will continue with no interruptions.

4. WHAT OTHER SERVICES ARE AVAILABLE TO ME THROUGH SONTIQ?

A: As new services and capabilities become available, you will be informed.

5. WILL THE PRICE OF MY PLAN INCREASE OR DECREASE?

A: At this time, there are no planned price changes. However, if pricing were to ever increase or decrease you would be informed well in advance.

6. WILL MY BILLING CYCLE CHANGE?

A: No, your billing cycle will remain the same.

7. WILL I STILL HAVE ACCESS TO IDENTITYFORCE'S MOBILE APP AND ONLINE LOGIN?

A: Yes. We encourage you to keep using IdentityForce's mobile and web access to ensure you stay connected with the latest alerts regarding your identity and personal information.

8. OUR COMPANY PROVIDES IDENTITYFORCE AS AN EMPLOYEE BENEFIT, WHAT DOES THIS MEAN?

A: We are committed to ensuring there are no service disruptions and that your company will continue with your IdentityForce services.



SECTION 3 | CUSTOMER SUPPORT & GENERAL INFORMATION



1. WILL I STILL USE THE SAME PHONE NUMBER/EMAIL ADDRESS TO CONTACT YOU?

A: Yes, please continue to use the same phone number and email address to contact our Member Support team here at IdentityForce, now a Sontiq brand. All U.S. support inquiries will be serviced from our U.S. call center and all Canadian support inquiries will be serviced through our Canadian call center.

2. WILL HOURS OF OPERATION CHANGE?

IS THE CALL CENTER STILL LOCAL?

A: The hours of operation for IdentityForce will not change, and our call center remains U.S.-based. You still may reach us 24/7/365 with any fraud-related concerns.

3. ARE YOU SHARING MY INFORMATION WITH ANOTHER COMPANY AS A RESULT OF THE NAME CHANGE?

A: No, the [Terms and Conditions](#) / [Privacy Policy](#) of your IdentityForce account remain unchanged.

4. IS THERE ANYTHING ELSE REGARDING THIS ANNOUNCEMENT I SHOULD BE CONCERNED ABOUT?

A: No. Your IdentityForce services are active and in good standing. You will not experience any service disruptions as a result of IdentityForce now being part of Sontiq. Our team is here to support you so please feel free to call or email us at any time. Thanks again for being an IdentityForce customer!



ABOUT SONTIQ

Sontiq, headquartered in Nottingham, MD, is a high-tech security and identity protection company providing best-in-class products built to protect what matters most. Sontiq's brands, EZShield and IdentityForce, offer a full range of proactive identity monitoring, restoration, and response products and services empowering businesses and individuals to be less vulnerable to the financial and emotional consequences of identity theft and cybercrimes.

Sontiq's comprehensive offering includes mobile cybersecurity with its Mobile Defense Suite and its Small Business Suite. These sophisticated services ensure the entire digital footprint of today's enterprises and their employees, customers, and partners are protected from data breaches and security incidents.

Sontiq's name is derived from the Latin word "sonticus" meaning serious or critical, demonstrating the alignment between EZShield + IdentityForce to put the needs of our customers, partners and members first. As a company uniting the rich heritages of EZShield and IdentityForce, there's strength in partnership and peace of mind with Sontiq.

With Sontiq, you can go about your business intelligently, knowing the industry's top brands are working for you. Learn more at www.sontiq.com or engage with us on [Twitter](#), [Facebook](#), [LinkedIn](#), or [YouTube](#).

ABOUT EZSHIELD & IDENTITYFORCE

In August 2018, EZShield, a portfolio company of [The Wicks Group](#) ("Wicks"), merged with IdentityForce, and became known as EZShield + IdentityForce. For a combined 60 years, EZShield and IdentityForce have helped individuals, enterprises of all sizes, and trusted partners protect what matters most — through secure, digital identity protection and resolution services that enhance customer relationships, while adding value to existing products. Together, EZShield and IdentityForce have trailblazed the identity theft protection space, receiving consistent recognition by Javelin Strategy & Research as a [leader in Identity Protection](#), most recently as the 2018 Identity Protection Service Provider Best-in-Class award winner. Today, thousands of [financial institutions](#) rely on EZShield and IdentityForce's [award-winning](#) solutions, all delivered on a secure, flexible platform backed by best-in-class customer support. Additionally, EZShield and IdentityForce provide identity theft, privacy, and credit protection solutions to consumers, businesses, and government agencies. With EZShield and IdentityForce, individuals and companies benefit from the most robust and [award-winning](#) identity protection to keep personal and business information safe. In June 2019, EZShield and IdentityForce unified as two distinct brands that sit under their parent company, Sontiq.

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ABOUT WICKS

The Wicks Group is a private investment firm based in New York City that invests in lower middle market information businesses that create and deliver niche content and services to the business, consumer and education markets. Since its founding in 1989, Wicks has invested over \$1 billion of capital in more than 30 platform companies and approximately 100 add-on acquisitions. The firm has applied a consistent investment strategy since its founding, partnering with high-quality, experienced management teams to build businesses organically and through acquisitions. Learn more at www.wicksgroup.com.

