

Equifax Data Breach Settlement

FAQs

Q: How do I know if I am covered by the settlement?

A: Equifax has provided a lookup tool on the settlement website (www.EquifaxBreachSettlement.com) that you can use to determine whether you are affected by the data breach. You will be required to input the last 6 digits of your Social Security Number that Equifax will use only to determine whether you are one of the affected consumers.

Q: Who is handling the administration of the settlement?

A: The settlement is being handled by a settlement administrator who is maintaining a website (www.EquifaxBreachSettlement.com) and a toll-free number (1-833-759-2982). Eligible consumers can submit claims at the settlement website.

Q: I am an eligible consumer who wants to make a claim from the settlement fund. How do I make a claim?

A: You can make a claim through the settlement website (www.EquifaxBreachSettlement.com). This is the simplest and quickest way to file a claim. However, you also can request a paper claim form via the settlement website or by calling (1-833-759-2982). When you file a claim, you will receive a claim number. Please record your claim number and retain it for future reference.

Q: When is the deadline to file a claim against the settlement fund?

A: The deadline is January 22, 2020.

Q: I am an eligible consumer who wants to make a claim from the settlement fund. What can I request in my claim?

A: Affected consumers are eligible to request, before January 22, 2020, free credit monitoring and reimbursement for money and time spent addressing the data breach. Specifically, consumers may be eligible for:

Free Credit Monitoring and Identity Theft Protection Services

- Up to 10 years of free credit monitoring. (Previously, a cash payment of \$125 was identified as an option, but there are limited funds available. See below for details.) The free credit monitoring includes:
 - At least four years of free credit monitoring of your credit report at all three credit bureaus (Equifax, Experian, and TransUnion) and \$1,000,000 of identity theft insurance.
 - Up to six more years of free credit monitoring of your Equifax credit report.
- If you were a minor in May 2017, you are eligible for a total of 18 years of free credit monitoring.

Cash Payments (capped at \$20,000 per person)

- For expenses you paid as a result of the breach, like:
 - Losses from unauthorized charges to your accounts
 - The cost of freezing or unfreezing your credit report
 - The cost of credit monitoring
 - Fees you paid to professionals like an accountant or attorney
 - Other expenses like notary fees, document shipping fees and postage, mileage, and phone charges
- For the time you spent dealing with the breach. You can be compensated \$25 per hour up to 20 hours.
- For the cost of Equifax credit monitoring and related services you had between September 7, 2016, and September 7, 2017, capped at 25 percent of the total amount you paid.

Also, all affected consumers are eligible to use the free offered Identity Restoration services at any time for at least seven years. Affected consumers do not need to enroll in this service in order to be able to use it.

Q: I thought I could choose \$125 instead of free credit monitoring. What happened?

A: The public response to the settlement has been overwhelming. Millions of people have visited www.EquifaxBreachSettlement.com in just the first week.

Because the total amount available for these alternative payments is \$31 million, each person who takes the money option is going to get a very small amount. Nowhere near the \$125 they could have gotten if there hadn't been such an enormous number of claims filed.

The free credit monitoring provides a much better value, and everyone whose information was exposed can take advantage of it. If your information was exposed in the data breach, and you file a valid claim before the deadline, you are **guaranteed** at least four years of free monitoring at **all three credit bureaus** (Equifax, Experian, and TransUnion) and \$1,000,000 of identity theft insurance, among other benefits. The market value of this product is hundreds of dollars per year.

You can still choose the cash option on the claim form, but you may be disappointed with the amount you receive and you won't get the free credit monitoring.

Q: I want to change my claim to get free credit monitoring instead of a cash payment. Can I do that?

A: Yes. The settlement administrator will be sending an email to people who already submitted a claim for the alternative cash payment. In that email, you will have the option to:

- 1) provide additional information OR
- 2) switch to free credit monitoring.

You also can send an email to info@EquifaxBreachSettlement.com to make a change to your claim.

Q: How much of the settlement fund can be used to pay claims for time spent dealing with the data breach?

A: During this initial claims period, a maximum of \$31 million can be used to pay claims submitted for time spent dealing with the breach. If the settlement administrator receives valid claims for more than \$31 million, then everyone with a valid claim for time spent will get an equal percentage of the amount they claimed.

Q: I filed a claim against the settlement fund. How can I find out about the status of the claim?

A: The settlement administrator will contact you when a decision is made about your claim. Also, you can check the status of your claim at www.EquifaxBreachSettlement.com. Please be prepared to enter your claim number that the settlement administrator provided to you when you filed your claim.

Q: When will I get my benefits?

A: The settlement administrator will not send out any benefits until after January 22, 2020. Visit www.EquifaxBreachSettlement.com or call 1-833-759-2982 for more information.

Q: How will I get my benefits?

A: For free credit monitoring, you will get an activation code with instructions. You can choose to receive this code by email or postal mail when you file your claim.

For cash payments, you can choose to get a check or debit card when you file your claim. It will be sent to your mailing address.

Q: I have questions about the Equifax settlement. Where can I get information about the settlement?

A: You can go to www.EquifaxBreachSettlement.com for information about the settlement and to view important documents associated with the settlement. Also, you can call (1-833-759-2982) to obtain information about the settlement.

Nebraska consumers who have questions that were not answered by the website or toll-free number may contact the Office of the Nebraska Attorney General at www.protectthegoodlife.nebraska.gov or call (800) 727-6432.

Q: I am concerned about identity theft. How can I place a freeze on my credit report?

A: Credit freezes are free of charge, and in order to place a freeze on your credit report, you must contact each of the major consumer reporting agencies directly and identify yourself to them. A credit freeze prevents companies from viewing your credit report if they are considering granting credit unless you prove to them that you are who you say you are. It can help protect you from identity thieves

who are trying to open a credit account in your name. The consumer reporting agencies are not permitted to charge you any fee to place or lift the freeze. You should know that if you plan to apply for credit when you have a freeze in place, there may be a delay in processing your credit application while you request that the credit freeze be lifted. You can find instructions on how to place a credit freeze here: <https://protectthegoodlife.nebraska.gov/identity-theft>