



## American European Insurance Group, Inc. ("AEIG") Introduces Identity Recovery Coverage For Homeowners

September 1, 2008

American European Insurance Group, Inc. ("AEIG") announced today that Identity Recovery coverage is now included with our Homeowner policy. Identity Recovery coverage will provide protection for the growing problem of identity theft, which strikes millions of Americans each year and costs businesses and individuals billions of dollars.

### **Identity Theft Costs Time and Money**

Financial institutions are normally responsible for stolen funds or fraudulent charges, but identity theft victims must spend their own money and a considerable amount of time and energy to clear their credit history and correct identity records. According to a report published by the Federal Trade Commission, identity theft victims spend almost 300 million hours resolving their problems annually. Victims frequently report that correcting their identity and credit history is an immensely frustrating, humbling and time consuming experience. To address this threat, AEIG developed Identity Recovery coverage for your protection.

### **Identity Recovery Help Line**

If you suspect that you are the victim of identity theft, call our toll-free Identity Recovery Help Line at **(877) 800-5039**. An identity theft counselor will answer your initial questions, recommend important next steps, explain how to initiate an identity theft claim and send you our Identity Recovery Customer Guide. The guide gives you advice about what to do immediately and instructions on how to file a claim and request case manager service.

### **Case Manager Service**

Confirmed identity theft claimants are referred to a case manager who guides them through the steps in the process to correct their credit history and identity records. Case manager services include:

- Working with credit bureaus, creditors, financial institutions, and others to identify errors and helping you correct your records;
- Enrolling you in an electronic credit monitoring service;

*American European Insurance Group, Inc. ("AEIG") has offices in Cherry Hill, NJ and New York, NY. We are a group of regional insurance companies, American European Insurance Company and Rutgers Casualty Insurance Company, and affiliates, Rutgers Enhanced Insurance Company and United International Insurance Company. Our group offers property and casualty products and services through a network of independent agents. We pride ourselves in meeting our insurance obligations to our agent partners and customers for more than 20 years.*

- Requesting a fraud alert with credit bureaus where warranted;
- Preparing communications for you to send the Social Security Administration, state Department of Motor Vehicles and other government entities;
- Providing legal referrals for assistance with court appearances and legal entanglements;
- Working with you to check for a recurrence of identity theft problems; and,
- Keeping detailed records of the steps taken and remaining in the process.

This is the most valuable feature of our program. Case managers are experienced in unraveling identity theft problems.

### **Identity Theft Insurance**

AEIG's Identity Recovery coverage also includes expense reimbursement insurance up to \$15,000 above a \$100 deductible, for:

- Lost wages as a result of time away from work to correct credit or identity records;
- Cost of obtaining credit bureau reports;
- Fees when reapplying for loans initially declined due to falsified credit information;
- Postage, phone and shipping fees;
- Certain legal fees caused by identity theft; and,
- Notary and filing fees for costs you incur in the steps you take yourself to correct your identity and credit records.

The first step, should you suspect that you are a victim of identity theft, is to call our toll free Identity Recovery Help Line at **(877) 800-5039**. Identity recovery counselors are available Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

American European Insurance Group, Inc. ("AEIG") is offering Identity Theft Recovery Coverage for homeowners through The Hartford Steam Boiler Inspection and Insurance Company ("HSB"), one of the world's leading providers of specialized coverages for business, industry and institutions.

If you have any questions, please contact Kathy Creech at 856-779-6966 or by email at [kcreech@aeiginsurance.com](mailto:kcreech@aeiginsurance.com).