

# Enhanced Protection

**BROKER TIP SHEET**

## PROTECTING WHAT MATTERS WITH ENHANCED COVERAGE

Many trends have emerged from the pandemic; people travel less, and more people are working from home and spending time online. Customers are searching for added value and protection in this setting.

### ENHANCED PROTECTION

We're committed to ensuring your customers have access to the protection they need, which is why we're introducing a suite of enhancements starting December 1 which includes:

- Enhancements to their liability and content coverage if working from home
- 50% savings on my Identity™ on renewal or new business, and
- One year of complimentary access to mental health and wellness programs through LifeSpeak\* for all current and new my Identity customers

### WHAT IS LIFESPEAK?

LifeSpeak is an online platform offering 24/7 access to:

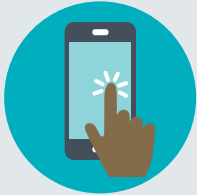
- Hundreds of expert-led videos offering practical content and coping strategies on topics such as pathways to resilience, anxiety and worry in children/teens, myths about mental illness, and strategies to help obtain work-life balance and financial health.
- Expert blog posts to help customers navigate and manage through the implications of the COVID-19 pandemic and general health and wellness.

\*Services offering by an independent third party as part of the my Identity endorsement and subject to terms and conditions of LifeSpeak.

## HOW CUSTOMERS ACCESS LIFESPEAK

Existing and new *my Identity* customers will receive their login credentials separately by email or mail. LifeSpeak can be accessed through the mobile app or by browser using the following steps:

### Current *my Identity* policy holders



#### MOBILE

1. Download the LifeSpeak app to any device
2. Use the following credentials to log in

**Client name:** intact1  
**Password:** intact1



#### BROWSER

1. Go to <https://intact1.lifespeak.com>

### New Business *my Identity*



#### MOBILE

1. Download the LifeSpeak app to any device
2. Use the following credentials to log in

**Client name:** intact2  
**Password:** intact2



#### BROWSER

1. Go to <https://intact2.lifespeak.com>

## WHAT IS *my Identity*?

In today's connected world, anyone can get tangled up in identity theft, cyber attack or a consumer dispute. In a single product, *my Identity* delivers preventive guidance and security that includes:

- 24/7 legal information service phone line
- Assistance for most personal legal matters, including identity theft, landlord and tenant issues, family law, employment law and cyber events

## Customer Benefits

- Offers high value (preventative advice, reimbursement for certain legal fees and other expenses) at a low annual cost
- More than just for identity theft: *my Identity* offers protection for cyber events and consumer disputes
- Up to \$25,000 coverage per occurrence
- Someone to turn to, 24/7: Customers can call the legal information service phone line whenever they need it
- Using the legal information services or expense reimbursement will not count as a claim against the policy, so will not affect the customer's claims status
- No deductible
- Covers the customer, and while living with them, their spouse, children and anyone in their care
- No application required – easy to add to a homeowner, condo or tenant policy
- Access to credit bureau reports and monitoring (Equifax and TransUnion) for customers who are victims of identity theft
- If a customer needs full legal representation or advice, referral to a local lawyer can be arranged at a preferred rate

FOR INTACT INSURANCE BROKERS AND STAFF USE ONLY

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