



Sontiq Intelligent Identity Security (IIS)

Media FAQ



 EZShield®  IdentityForce.

Sontiq Intelligent Identity Security (IIS) Platform

1. Why did Sontiq decide to make changes to its products' online product experience?

A. The new **IdentityForce** and **EZShield** user experience, built on the Sontiq Intelligent Identity Security (IIS) platform, fuels heightened levels of innovation with increased scalability and flexibility, enabling a frictionless experience for our clients and partners. Sontiq IIS delivers a Best-in-Class digital-oriented platform that will continue to transform the identity theft protection industry with proprietary, world-class, innovative features focused on fraud protection and increased security and privacy of the identities we are responsible for. Sontiq IIS platform empowers rapid implementation of innovative capabilities to propel community adoption, with full flexibility for white labeling and co-branding, along with seamless integration. This scalable platform will support future innovations in identity theft protection and mobile security solutions.

2. How does this change Sontiq's products?

A. Current IdentityForce and EZShield product configurations will remain in place, with additional free services made available for both IdentityForce and EZShield members upon introduction of the new platform (*detailed under Product Offering section below*)

The new user experience for IdentityForce and EZShield, built on the Sontiq IIS platform, continues our dedication to delivering Intelligent Identity Security services to today's organizations and will drive continued innovation in identity theft protection and mobile security solutions. Sontiq will remain at the forefront of providing a sophisticated set of proactive services that will protect the entire digital footprint from data breaches to cyber threats — and all types of security incidents. All of our products will continue to be built with powerful and award-winning capabilities and infused with new and innovative features as we address the dynamic privacy and security needs of our customers, partners, and consumers.

3. Will the product IdentityForce or EZShield members use change or be re-branded to Sontiq?

A. No, the current "IdentityForce, A Sontiq Brand," or "EZShield, A Sontiq Brand," will remain for consumers.

4. Where can I access updated screen shots of the new product experience?

A. You can learn more about the Sontiq IIS platform here:

<https://www.sontiq.com/wp-content/uploads/2021/01/Sontiq-IIS-Platform-Overview-Media.pdf>

You can also view a datasheet to learn more about the platform updates here for **PARTNERS**:

<https://www.sontiq.com/wp-content/uploads/2021/01/Sontiq-Integrated-Platform-2020-FINAL-Oct-28.pdf>

You can also view a datasheet to learn more about the platform updates for **CONSUMERS**:

<https://www.sontiq.com/wp-content/uploads/2021/01/Sontiq-Integrated-Platform-2020-EU-Updated.pdf>

To request specific screen shots, please send a note to marketing@sontiq.com.

Product Offering

1. What does the new Sontiq IIS Platform mean for Sontiq’s position in the market?

A. Sontiq will continue to provide a full range of 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. We will continue to work with enterprises of all sizes, along with government agencies, to mitigate the financial and emotional consequences of cyber threats and identity crimes.

2. How will IdentityForce and EZShield consumers be impacted by the change – will there be any additional/new capabilities?

A. Upon launch of the new platform, consumers will benefit from increased privacy and security capabilities at no additional cost. New capabilities include mandatory two-factor authentication (2FA) for account security.

In addition, all consumers will benefit from a highly engaging, meaningful online user experience built to proactively identify, combat, and fix fraud rapidly. Members will have at their fingertips education and popular resources for responding to the latest fraud, scam, and identity threats, combined with financial resources to help improve credit score ratings. Plus, members will have instant access to a dedicated Resolution Specialist to quickly initiate our best-in-class, white-glove restoration process.

Below is a listing of expanded capabilities for IdentityForce and EZShield consumers. For the EZShield platform, Social Media Identity Monitoring and ChildWatch are add-on capabilities, whereas the Identity Vault and Password Manager capabilities will now be included for IdentityForce consumers.

EXPANDED ID THEFT PROTECTION CAPABILITIES

Sontiq IIS brings together two world-class products into one consolidated platform

 IdentityForce® <small>A Sontiq™ Brand</small>	 EZShield® <small>A Sontiq™ Brand</small>
<ul style="list-style-type: none"> • NEW Identity Vault for encrypted storage of monitored personal and financial information 	<ul style="list-style-type: none"> • NEW Social Media Identity Monitoring for Facebook, Twitters, YouTube, and (coming soon!) LinkedIn accounts
<ul style="list-style-type: none"> • NEW Secure Storage and Password Manager 	<ul style="list-style-type: none"> • NEW Award-winning, Parent Tested Parent Approved Child Identity Theft Protection (ChildWatch)
<p>One-click access to dedicated, U.S. based Resolution expert and ability to create a case from within the Dashboard</p>	

Sontiq IIS unifies IdentityForce and EZShield products, providing new capabilities each didn't have prior to the integration

3. Are current products going to be changed or will any be sunset?

A. No products are being sunset at this time.

Any future updates will be a natural evolution of enhanced benefits and new product offerings that come from Sontiq's continued focus on innovation in identity theft protection and mobile security solutions.

Member Experience & Support

1. Will IdentityForce and EZShield members have any disruption to their service?

A. No disruptions to service or protection are anticipated during the platform migration period.

2. Will IdentityForce and EZShield members still have access to their mobile app and online login?

A. Yes, members will still access their IdentityForce and EZShield products, including the mobile app and secure online dashboard, the same way they do currently.

3. Will there be any changes to product pricing?

A. There are no planned increases related to launching these new product features or online product experience.

4. Who should I contact if I have questions related to this new platform?

A. Please reach out to us via marketing@sontiq.com.

ABOUT SONTIQ

Sontiq is an Intelligent Identity Security company arming businesses and consumers with award-winning products built to protect what matters most. Sontiq's brands, **EZShield** and **IdentityForce**, provide a full range of identity monitoring, restoration, and response products and services that empower customers to be less vulnerable to the financial and emotional consequences of identity theft and cybercrimes. Learn more at www.sontiq.com or engage with us on [Twitter](#), [Facebook](#), [LinkedIn](#), or [YouTube](#).