



myTrueIdentity

Step-by-Step Instructions for New Members

(www.mytrueidentity.com)





SIGN UP

Navigate to www.mytrueidentity.com and enter your 12-letter Activation Code, which was provided in your notification.

Click <<“Sign Up Now”>>

The screenshot displays the myTrueIdentity website interface. At the top, there is a navigation bar with the TransUnion logo, a search bar, and fields for Username and Password, with a Log In button. Below the navigation bar, there is a section for monitoring credit health and identity safety, with a link for help logging in. The main content area features a large 'Sign Up Now' button and a list of key features. To the left, a tablet displays the mobile app interface, showing a credit score of 810 and a credit overview with a balance of \$1,898. The key features listed include credit monitoring with alerts, national score comparison, TransUnion credit report and score, TransUnion credit lock, and access to identity protection support. At the bottom, there is a footer with the TransUnion logo, a copyright notice, and links for FAQs, Terms and Conditions, and Privacy Policy.

TransUnion

Username Password Log In

Need help logging in?

Monitor your credit health and keep your identity safe. Rest easy with credit monitoring alerts, TransUnion credit report and score, and access to resources you need to protect your information.

myTrueIdentity

myTrueIdentity Key Features:

- Credit monitoring with alerts informing you of changes to your credit file
- National score comparison, score factors and score trending
- TransUnion credit report and score
- TransUnion credit lock
- Quick tips & in-depth articles on credit health and identity protection
- Access to identity protection support (if you believe you've become a fraud victim)

myTrueIdentity helps you monitor your credit health and keep your identity safe. Rest easy, knowing you'll get alerts any time your credit file changes. And should the unthinkable happen, you'll have the identity protection support you need.

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FAQs Terms and Conditions Privacy Policy



STEP 1: CREATE YOUR ACCOUNT

Create a Username, (5 or more characters, no spaces)

Create a Password, (8 or more characters, letters and numbers, no spaces)

Enter your First Name, Middle Name (if you have one), and Last Name

Choose a Secret Question;
Provide your Secret Answer

Enter your email address and phone number

Click <<"Continue to Step 2">>

TransUnion Member Login

It's your credit information. See it today for **FREE**.

Step 1 Create your account **Step 2** More about you **Step 3** Verify your identity

myTrueIdentity

All fields are required (except where noted).

Username

Password

First Name

Middle Name

Last Name

--choose a secret question--

Secret Answer

Email Address

Phone Number

Continue to Step 2

TransUnion Credit Score

832 990 / A
B 501 / F

Score Factors

Where You Stand

37%	Very Good	825 - 900
12%	Good	700 - 825
19%	Fair	500 - 700

Detect fraud.
Monitor your credit information. Learn how you can protect your identity and credit health.

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STEP 2: MORE ABOUT YOU

Enter your date of birth and current mailing address

If you have not lived at your address for more than 6 months, also input your previous address

Enter the last 4 digits of your Social Security Number

Read Terms and Conditions

Click <<"I Accept & Continue to Step 3">>

TransUnion ^{tu} Member Login

Please tell us just a little more to complete the process.

Step 1 Create your account Step 2 More about you Step 3 Verify your identity

All fields required

Date of Birth (MM/DD/YYYY)

MM DD YYYY

Address and Unit Number

City

State Zip

Have you lived here for more than six months?

Yes No

Last four digits of Social Security Number

XXX XX

I Accept & Continue to Step 3

Almost there!
Before you can access your Credit Alerts and Identity Protection services, we need to verify your identity.

Alerts

Support

Resources

Score Trending

TransUnion® Secure Server

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STEP 3: VERIFY YOUR IDENTITY

A series of questions will be asked to ensure you are really you. Please answer the question by clicking on the appropriate circle.

Click <<“Verify My Identity”>>

The screenshot shows the TransUnion myTrueIdentity enrollment interface. At the top, the TransUnion logo is visible. Below it, a message states: "For your protection, we need to make sure you are really **Kirsten**. Please verify your identity by answering a few questions only you would know." A progress bar indicates three steps: Step 1 (Create your account), Step 2 (More about you), and Step 3 (Verify your identity), with Step 3 being the active step. Below the progress bar, there are two columns of instructions: "You have one chance to answer each question correctly." and "If you need to consult your records for an answer, login later to continue where you left off." followed by "If none of the answers look correct, select 'none of the above'." and "If you have difficulty, a toll-free number will be provided." The main content area contains three questions with radio button options: 1. "What state was your social security number issued (this could be the state in which you were born or had your first job)?" with options: New Mexico, California, Louisiana, North Carolina, and None of the above. 2. "What is the monthly payment of your most recent auto loan or lease?" with options: \$400 - \$499, \$500 - \$599, \$600 - \$699, \$200 - \$299, and None of the above. 3. "What is the monthly payment on your student loan?" with options: \$300 - \$349, \$400 - \$449, \$200 - \$249, \$350 - \$399, and None of the above. At the bottom of the form is a large orange button labeled "Verify My Identity" with a circular arrow icon. To the right of the button is a lock icon and the text "TransUnion® Secure Server". At the very bottom of the page, there is a small copyright notice: "This site is hosted and operated by TransUnion Interactive, Inc., a wholly owned subsidiary of TransUnion, LLC. Copyright 2016 TransUnion Interactive. All Rights Reserved." and the TransUnion logo.



WELCOME TO myTrueIdentity

Upon successful completion of the three steps, you will be brought to the myTrueIdentity dashboard “Home” page where you can access all of the benefits that were provided to you.

The screenshot displays the myTrueIdentity dashboard with the following sections:

- Alerts:** ID Protection Alerts (5) and Credit Alerts (2).
- My TransUnion Credit Lock:** Status: **Locked**. Includes a "Change My Status" link.
- My TransUnion Credit Score:** Score of **810** (850 / A). Includes "Score Factors" and "Refresh Now" options.
- My Credit Overview:** Current Balances as of 07/15/2015: **\$1,898**. Metrics include:
 - Late Payments: 0
 - Utilization: 22%
 - Opened Accounts (Last 2yrs): 0
 - Inquiries (Last 2yrs): 2
 - Depth of Credit: 12yr
 - Available Credit: \$20,000
- Where You Stand:** Credit score comparison chart showing 88% performance (74%-100%) and a score of 810. Ranges for grades A-F are provided.
- My Score History:** Line graph showing score fluctuations from Sept/Oct 2014 to Jul/Aug 2015.
- Support:** Links for Secondary, RobotoReg, and 16px.

Need help? Having problems? Have a question?

If you have questions about your credit benefits, need help accessing your report or passing identity verification, please contact our Customer Service Team at 1-844-787-4607 Monday - Friday, 8am - 9pm ET and Saturday - Sunday, 8am – 5pm ET.

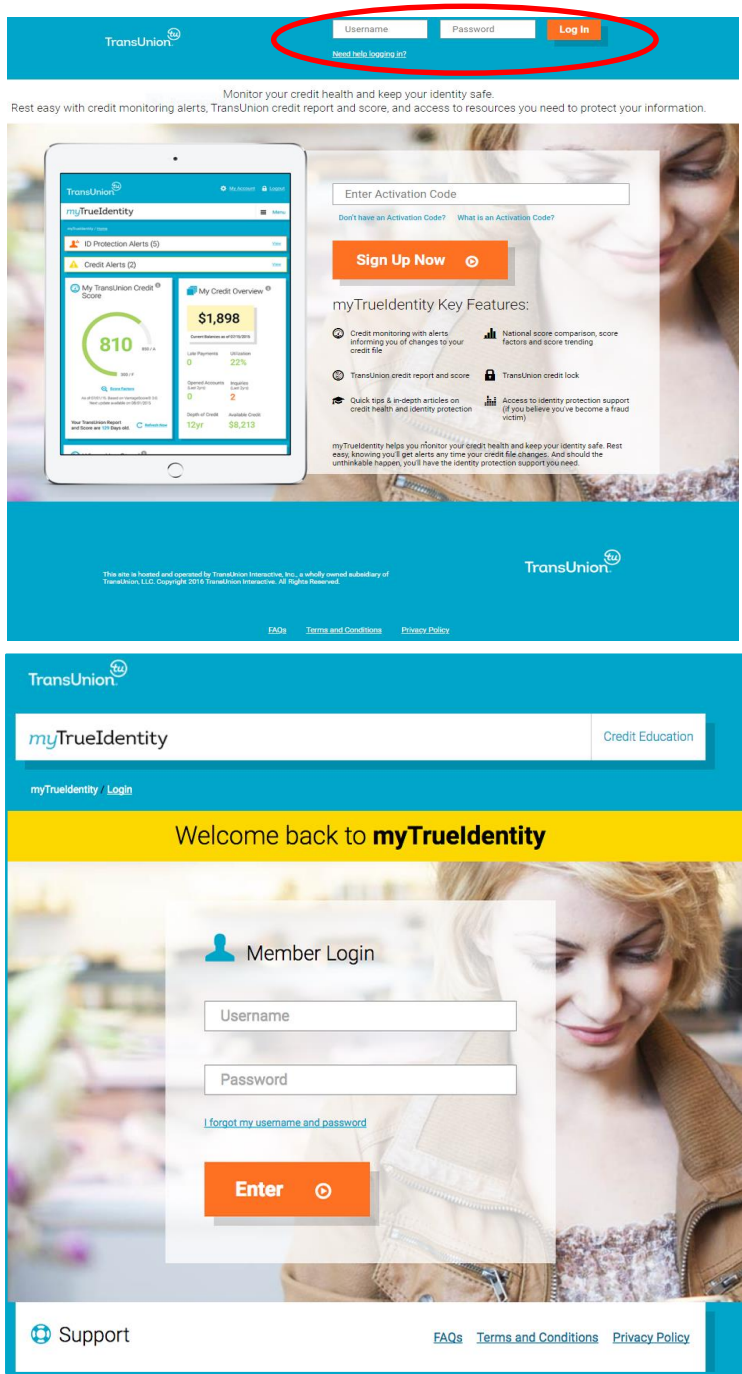


MEMBER LOGIN

When returning to mytrueidentity.com, enter your Username and Password located in the upper right corner.

Click <<"Log In">>

If you have forgotten your Username or Password, please click on the "Need help logging in?" link located in the upper right corner below the Username and Password boxes and complete the information requested in the 3 Steps. You will be asked to change your login information before accessing your account.



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