



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 shows the TransUnion myTrueIdentity website. 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 tablet displaying the myTrueIdentity app interface, which includes a credit score of 810, a current balance of \$1,898, and various credit metrics. To the right of the tablet, there is a sign-up form with an 'Enter Activation Code' field, a 'Sign Up Now' button, and a list of key features including credit monitoring, credit reports, and identity protection support. The footer contains 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

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ID Protection Alerts (5) View

Credit Alerts (2) View

My TransUnion Credit Score

810

My Credit Overview

\$1,898

Current Balance as of 03/15/2015

0 Late Payments 22% Utilization

0 Opened Accounts 2 Inquiries Last 30 Days

12yr Depth of Credit \$8,213 Available Credit

Enter Activation Code

Don't have an Activation Code? What is an Activation Code?

Sign Up Now

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	750 - 824
19%	Fair	675 - 749

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">>

The screenshot shows the 'Step 2: More about you' page of the TransUnion myTrueIdentity enrollment process. At the top, there is a progress bar with three steps: 'Step 1 Create your account', 'Step 2 More about you' (which is highlighted in yellow), and 'Step 3 Verify your identity'. Below the progress bar, the text reads 'Please tell us just a little more to complete the process.' The form contains several input fields: 'Date of Birth (MM/DD/YYYY)' with separate boxes for MM, DD, and YYYY; 'Address and Unit Number'; 'City'; 'State' (a dropdown menu) and 'Zip'; and 'Last four digits of Social Security Number' with three boxes for the digits and a lock icon. There are also radio buttons for 'Have you lived here for more than six months?' with 'Yes' selected. A large orange button at the bottom says 'I Accept & Continue to Step 3'. On the right side, there is a 'Member Login' link and a section titled 'Almost there!' with a warning icon, stating that users need to verify their identity to access certain services. Below this are icons for Alerts, Support, Resources, and Score Trending. At the bottom right, there is a 'TransUnion® Secure Server' lock icon. The footer contains the TransUnion logo, a disclaimer about the site being hosted and operated by TransUnion Interactive, Inc., and links for FAQs, Terms and Conditions, and Privacy Policy.



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”>>

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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.

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

- You have one chance to answer each question correctly.
- If you need to consult your records for an answer, login later to continue where you left off.
- If none of the answers look correct, select "none of the above".
- If you have difficulty, a toll-free number will be provided.

What state was your social security number issued (this could be the state in which you were born or had your first job)?

- New Mexico
- California
- Louisiana
- North Carolina
- None of the above

What is the monthly payment of your most recent auto loan or lease?

- \$400 - \$499
- \$500 - \$599
- \$600 - \$699
- \$200 - \$299
- None of the above

What is the monthly payment on your student loan?

- \$300 - \$349
- \$400 - \$449
- \$200 - \$249
- \$350 - \$399
- None of the above

Verify My Identity 🔒

🔒 TransUnion® Secure Server

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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), and Available Credit (\$20,000).
- Where You Stand:** A comparison chart showing the user's score of 810 relative to credit score ranges (A-F) and utilization percentages.
- My Score History:** A line graph showing the credit score trend 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.

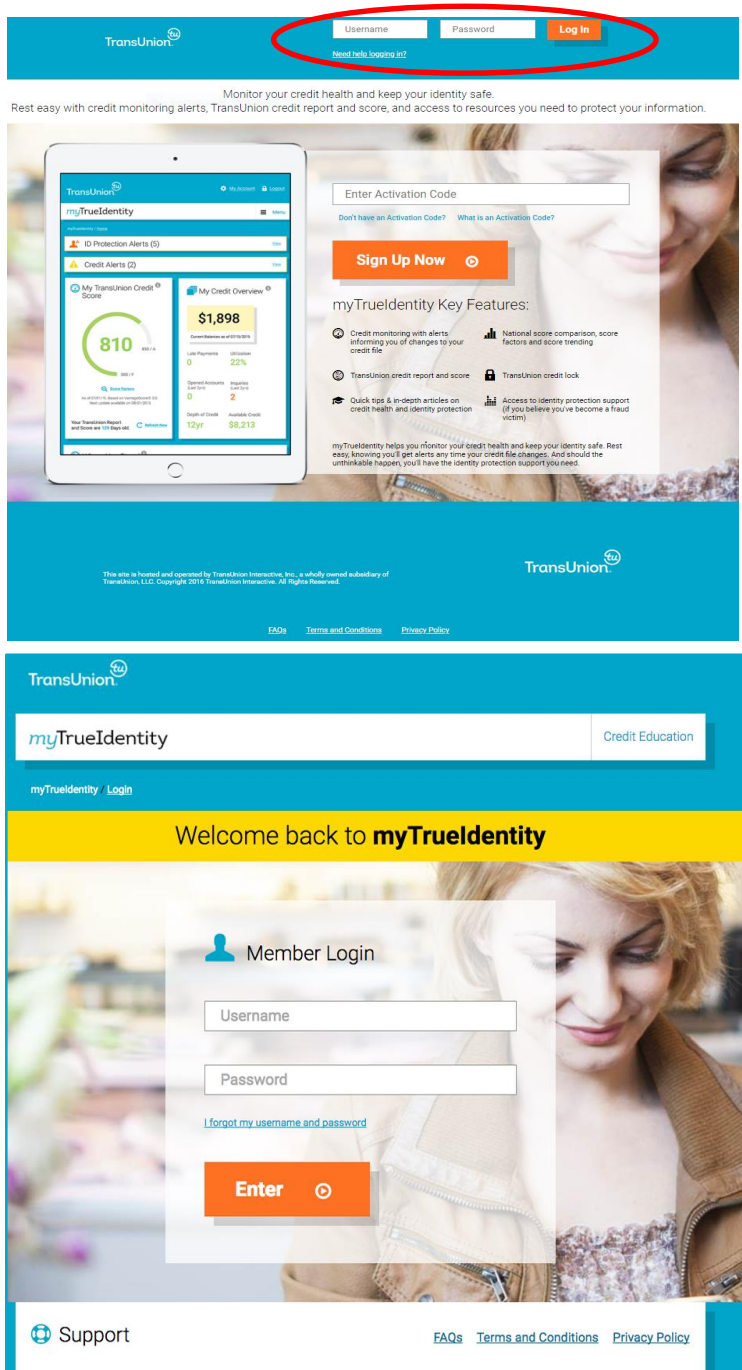


MEMBER LOGIN

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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