



# Aura Identity & Digital Protection Program (formerly Identity Guard)

## A benefit by Concordia Plans

### Frequently Asked Questions

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## Free Trial Period

What is the free trial being offered through Aura (formerly Identity Guard)?

Concordia Plans has partnered with Aura to offer Identity and Digital Protection free for one month (30 days)! Technology is essential to daily life. We use websites, devices, and apps that enable us to do nearly everything. But as the digital world grows more complex and advanced, so do online scams, cybercriminals and predators. With Aura, you'll get proactive protection for your assets, identity, family and tech—across every device.

How do I take advantage of the Aura free trial promotion?

- Visit: <https://offer.aura.com/concordiaplans>
- Select the plan and tier you wish to enroll in.
- Complete the enrollment process. You'll need to provide your name, address, phone number, date of birth & Social Security number to enroll in the service.
- Enter your credit card information. You'll not be billed until your one month (30 day) free trial is up. The rate you'll be charged depends on the plan you enroll in (*see plan & rate chart below*).

## Plans and Rates

What plans are being offered?

There are three levels of coverage to choose from. Use the chart below to compare the level of coverage and the cost.

Option/Tier	Individual	Family
Total	\$0.00 for 30 days \$7.90/month thereafter	\$0.00 for 30 days \$13.90/month thereafter
Premier	\$0.00 for 30 days \$9.85/month thereafter	\$0.00 for 30 days \$17.85/month thereafter
Ultimate	\$0.00 for 30 days \$10.85/month thereafter	\$0.00 for 30 days \$19.85/month thereafter

How do I know which plan is right for me and my family?

- Visit Concordia Plans website [ConcordiaPlans.org/Aura](https://ConcordiaPlans.org/Aura).



## Support

How do I receive additional support for my Aura service?

**Aura Customer Care Center is ready to help!**

- Contact info:

Phone	833-552-2131
Email	support@Aura.com

- Hours of operation: 24 hours a day, 7 days a week, 365 days a year

How do I cancel my Aura account?

You may cancel your Aura service at any time. You can do this by visiting the [My Account page](#) of your Aura member dashboard or by contacting Aura’s customer service team at 833-552-2131. When you cancel your account, your service will remain active until the end of your billing period. For example, if you’re billing on the 1<sup>st</sup> of the month and cancel on the 15<sup>th</sup> of the month, your service will remain active until the 1<sup>st</sup> of the following month.

## Member Experience

How do members enrolled in a family plan add family members to their account?

Once employees have logged into their personalized member dashboard, there are two ways to add family members:

1. Click on “+ Add Member” on the left-hand side of the screen.
2. Click on the “My family” tab in the dashboard header, and then on “Add member” at the top of the screen.