ĀURA

Concordia Plans Aura Identity & Digital Protection (formerly Identity Guard) Program

Frequently Asked Questions

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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.

Plans and Rates

What plans are being offered?

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 ▪	$1.00 for 30 days $10.85/month thereafter	$2.00 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.
- Click "Choose the level of protection that's right for you and your family." to view a plan comparison chart.
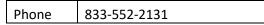
Support

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 are billing on the 1st of the month and cancel on the 15th of the month, your service will remain active until the 1st of the following month.

How do I receive additional support for my Aura service?

Aura Customer Care Center

- Contact Info:

Phone	833-552-2131

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Email	customercare@identityguard.com

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

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. Click on "Add member" at the top of the screen.