MetLife · AURA
Identity & Fraud Protection

WILLIAMS-SONOMA, INC.

Get identity and fraud protection all from one convenient place.

Our all-in-one security solution helps keep you and your family secure.



We're doing more online than ever before—making us more vulnerable to fraud and online threats. MetLife + Aura Identity and Fraud Protection help safeguard the things that matter to you most: your identity, money, assets, family, reputation and privacy.

Benefits of MetLife + Aura Identity & Fraud Protection

Identity Theft & Financial Fraud Protection

Keep your personal, credit, and financial info secure in one place and protected with proactive controls, advanced threat detection and actionable alerts.

Scam & Cybercrime Prevention

Our powerful suite of advanced digital tools helps catch and block scams, spam and phishing attempts.

Smart Family Safety

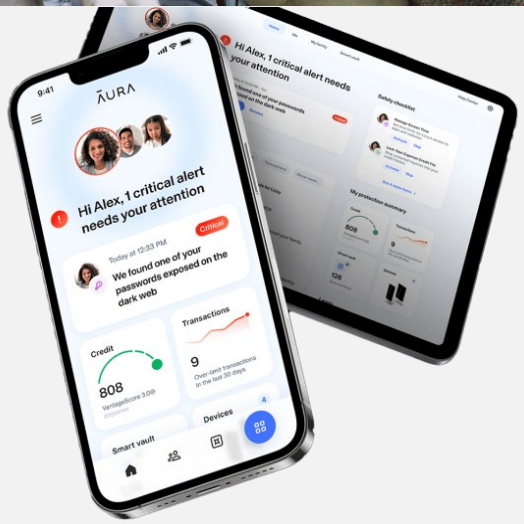
With unique features like Secure Family Sharing and a Digital Parenting Suite, we make it easier than ever for you to help loved ones safely navigate the digital world.

Digital Parenting & Mental Health

Aura's AI[1] tracks and analyzes patterns of digital behavior, social connections, language and more to help you understand your child's digital world and spot signs of stress or other meaningful changes in their well-being. Plus, tools to help protect your kids from fraudsters, cyberbullies, mature content, and more.

Resolution & Reimbursement

You can rely on 24/7 US-based support and expert fraud resolution. Plus, each enrolled adult is covered by an individual $5M ID theft insurance policy[2].



The Aura app keeps all your digital security solutions in one place.

Have questions? Aura's customer support team is available 24/7/365. Call 1-844-931-2872.

Protection Plus Plan Features

Identity Theft & Financial Fraud Protection

- Credit Monitoring and Alerts (Three Bureaus)
- Credit Reports & Scores (Three Bureaus)
- Monthly Credit Score Tracker & Insights[3]
- Credit, Bank & Utility Account Monitoring
- Home & Vehicle Title Monitoring
- Bank Fraud & Financial Transaction Monitoring
- High-Risk Transaction Alerts
- Utility Account Monitoring
- Dark Web Monitoring
- Digital Vault
- SSN & Identity Authentication Alerts
- Public & Court Records Monitoring
- USPS Address Monitoring
- Social Media Monitoring & Takeover Alerts
- Social Media Privacy Checkup & Optimization
- Experian Credit Lock
- Credit Score Simulator
- Gamertag Monitoring
- Payday/Specialty Loan Block

Scam & Cybercrime Prevention

- Automated Data Broker & Spam List Removal
- Google Search Data Removal
- Digital Account Cleanup
- Password Manager & Automated Password Change
- Email Alias
- Safe Web Browsing with Anti-Tracker & Ad-Blocker
- IP Address Monitoring
- Wi-Fi Security VPN (Unlimited Devices)
- Antivirus (Unlimited Devices)
- Mobile Phone Takeover Protection
- Unusual Transaction Alerts
- Email, Call and Text Scam Protection

Smart Family Safety (included with family plan only)

- Unrestricted family definition
- Private, Full-feature Aura Account per Adult
- Sex Offender Geo Alerts
- Secure Family Sharing

Digital Parenting & Mental Health (included with family plan only)

- **Child Mental Wellbeing Insights**[1]
  - Daytime and Nighttime Trends & Benchmarking
  - Social Persona & Connections
  - Sentiment & Emotional Tone Analysis
  - Behavior Change Detection
  - Personalized Parent Insights & Recommendations
  - Safe Gaming
  - Cyberbullying & Online Predator Protection
- **Parental Controls**
  - Content Filtering & Blocking
  - Screentime Management & Schedules
  - Safe Search & Pause the Internet
- **Child Identity Protection**
  - Child SSN Monitoring
  - 3-Bureau Child Credit Freeze Wizard

Services Restoration & Reimbursement

- $5M Identity Theft Insurance Policy Per Adult[2]
- White Glove Fraud Resolution Service
- Full-Service Resolution for Pre-Existing ID Thefts
- Credit File Fraud Alerts Assistance
- Online Resolution Tracker
- 24/7/365 US-based Customer Support
- Mobile App (iOS & Android)

Who is eligible to enroll for this identity and fraud protection benefit?

A. This product is available for Individual (Employee only) or Family coverage. Individual covers the employee only; Family covers the employee and up to 10 additional adults and unlimited minors.

• For Family plans, you may add up to 10 additional adult members to your plan, regardless of where they live, age, relationship, or if they are financially dependent on the employee. Each adult member gets their own private, full-feature Aura account.

• You may also add unlimited minors (under 18 years old) to the plan. You must have parental guardianship rights over the minors to view their information and alerts.

How do I pay for my identity and fraud protection?

A. Fees will be paid through payroll deduction, so you don't have to worry about writing a check or missing a payment.

What happens if my employment status changes? Can I take my coverage with me?

A. Yes, you can take your coverage with you. You will need to continue to pay your monthly fees via credit card payment on Aura's platform to keep your coverage in force.

Who do I call for assistance?

A. Contact Aura Customer Support 24/7/365 at 1 844-931-2872 to answer account, technical, or billing questions.

Plan Options

Protection Plus Plan: Robust protection for your identity, finances, privacy, and unlimited devices per adult member.

Coverage Types

Individual Coverage for Protection Plus Plan: Protection for the employee only.

Family Coverage for Protection Plus Plan: Our inclusive definition of "Family" allows the employee to add up to 10 additional adults and unlimited minors to the plan. There are no restrictions on adult family members - no matter where they live, their age, relationship, or whether they are financially dependent on the employee.

	Monthly Cost to You
Coverage Type	**Protection Plus Plan**
Individual	$8.10
Family	$13.20

1. Users are responsible for making their own parental decisions. Aura's services are not intended to diagnose, treat, cure, or prevent any disease or medical condition. The services are for informational purposes and cannot replace the services of physicians or medical professionals. Always seek the advice of your physician or other qualified healthcare provider with any questions about medical conditions or treatment. Aura's services do not monitor for all content or a child's behavior in real time. Some alerts and/or insights are created using generative AI and may not be fully accurate, complete, or timely.
2. As a component of becoming an Aura Plan member, Consumers receive identity theft insurance through a group policy issued to Aura which is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, which is not an affiliate or subsidiary of MetLife. Checking & Savings Cash Recovery and 401(K) & HSA Cash Recovery are part of and not in addition to the Expense Reimbursement limit of liability. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.
3. The score you receive with Aura is provided for educational purposes to help you understand your credit. It is calculated using the information contained in your Experian credit file. Lenders use many different credit scoring systems, and the score you receive with Aura is not the same score used by lenders to evaluate your credit.

Aura is a product of Aura Sub, LLC. Aura Sub, LLC. is not affiliated with MetLife, and the services and benefits they provide are separate and apart from any MetLife product.
No one can prevent all identity theft or monitor all transactions effectively.

MetLife

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