




NVIDIA FAQs

February 2017



IdentityForce[®]



REGISTRATION

Q: If I am enrolled in IdentityForce, do I need to register?

A: Registration activates comprehensive monitoring and notification services to proactively protect against Identity Theft. If you do not register, you are still covered for up to \$1 million in identity restoration services.

Q: What services does IdentityForce offer?

A: IdentityForce will monitor your personal information and quickly notify you about any suspicious activity. If your identity is compromised, they'll do the work needed to restore it. And their \$1 million identity theft insurance coverage gives you an added layer of protection. You can also learn more [here](#).

Q: I would like to complete my registration to activate all my services, but I don't know how. What should I do?

A: Send an email to memberservices@identityforce.com with the subject "My NVIDIA complete registration link" or call IdentityForce Member Services at (877) 694-3367.

Q: What information does NVIDIA provide to IdentityForce?

A: If you decide to enroll, you will decide what personal information (SSN, Birth date, Bank Details, Address, etc.) to provide to IdentityForce as NVIDIA will only be providing your name and company email so that you can enroll should you choose to do so.

DEPENDENTS

Q: Are my dependents covered by IdentityForce?

A: Yes. Child identity theft protection is included, and will be activated once you have fully registered. Children are defined as dependents 26-years-old and under. Children receive a tailored identity protection product from IdentityForce named ChildWatch.

Q: How does ChildWatch work?

A: ChildWatch is identity protection designed specifically for children. ChildWatch includes:

1. Thorough and ongoing identity monitoring
2. Smart SSN Tracker, which alerts you if there's an unfamiliar name, alias, or address associated with your child's Social Security Number (could be an indication of fraud)
3. Fully Managed Restoration
4. \$1 million in identity theft insurance

In the event of suspicious activity, your child's alerts and messages are sent directly to your own identity protection dashboard, so you can view all alerts in one place.



Q: How can I add my spouse to this service?

A: The NVIDIA identity protection benefit offers the flexibility to enroll your spouse/domestic partner for a nominal fee. To do so, visit nvidiabenefits.com for enrollment details.

DATA PROTECTION

Q: How does IdentityForce protect the information provided by employees?

A: IdentityForce operates a risk-based information systems security management program that implements industry-standard best practices for protecting member data. Administrative and technical controls include those outlined in PCI DSS v3.2 requirements and ISO 27002 security techniques. Sensitive Personally Identifiable Information (PII) is encrypted with the AES symmetric encryption algorithm using 256-bit sized keys. Custom master keys are created for all encrypted volumes and any snapshots created from them. IdentityForce provides two-step verification — also called two-factor authentication, or 2FA. Instead of the usual Login involving only a User ID and Password, you will receive a second form of authentication — a verification code — delivered by email, text, or phone.

ALERTS

Q: When I provide my bank login credentials for Bank and Credit Card Activity Alerts, does that violate my credit card terms and conditions?

A: To ensure compliance, we encourage you to review each cardholder agreement carefully. You can also contact your bank or credit card issuer for more information about their policies. Your identity protection benefit includes many features including advanced fraud monitoring, credit report monitoring and \$1million identity theft insurance even if you do not use the Bank and Credit Card Activity alerts.

Q: How can I limit the number of bank and credit card activity alerts?

A: There are several ways to reduce the number of alerts sent from IdentityForce's Bank and Credit Card Activity alerts service.

1. The service sends alerts based on four types of transactions [purchases, withdrawals, transfers, and duplicates] — each can be turned on or off individually in Alert Preferences.
2. A member can also set limits for each type of transaction [i.e. Alert me if a purchase is over \$300]. To reduce the number of alerts, raise the alert setting [i.e. Alert me if a purchase if over \$500 or \$1000, etc.]
3. A member can also reduce the number of financial accounts monitored by removing accounts.



Q: Why do some requests require a state identification?

A: Web sites that list people's public records require the person requesting a change to provide a copy of their State ID to confirm that the requester possesses an ID. When uploading your ID, it is recommended to mark out your photo and ID number.

Q: How does IdentityForce obtain my information from people search sites?

A: IdentityForce uses custom scraping code to scan people search sites for a member's personal information and creates a report of what information is found and where.

Q: Can we disable Sex Offender Alerts?

A: NVIDIA is providing IdentityForce UltraSecure+Credit (USC) to all its employee. USC is a commercially available product with a large customer base who finds meaningful value in the sex offender feature. One of the most important aspect of this protection is that it notifies a member if a sex offender fraudulently registers using the member's identity. It also shows the location of registered sex offenders in a defined are based on the member's zip code which is public record.

CREDIT MONITORING

Q: How often can I request my credit score?

A: With UltraSecure+Credit protection, your three bureau credit scores are available quarterly and an updated TransUnion credit score is available once a month through credit score tracker.

Q: How is IdentityForce's credit reporting different from other credit reporting agencies?

A: There are three national credit bureaus: TransUnion Experian and Equifax. We provide you with a quarterly credit report that merges the data from all three bureaus to give you a detailed report of your credit history.

VICTIMS OF IDENTITY THEFT

Q: What if I become a victim of identity theft, but I haven't completed my registration?

A: You are still entitled to fully managed restoration and covered by the \$1 million identity theft insurance. If you become a victim, we highly recommend completing registration to turn on all your identity monitoring services.



Q: I'm a victim of identity theft. Does IdentityForce help me to restore my identity after the theft has been identified?

A: If you were an IdentityForce member at the time you discovered you were a victim of identity theft, IdentityForce will help you restore your identity.

Q: How am I protected if IdentityForce's systems are breached?

A: In the event IdentityForce experiences a data breach during the term of our contract that affects NVIDIA employees, all members are covered by \$1 million identity theft insurance policy and entitled to fully managed restoration services.

Q: Does the \$1 million guarantee apply to any loss incurred because of IdentityForce being breached?

A: NVIDIA coverage includes a \$1 million identity theft insurance policy. A complete copy of the insurance policy is available from IdentityForce Member Services.

CANCELATIONS

Q: Once a member cancels, what happens to the member's personal information?

A: Once a member cancels, what happens to the member's personal information? A member's personal information remains in our system after the account expiration to facilitate account reactivation. If a user requests to be removed from the system, their information is purged from the database. However, data will remain in the database backups until the last backup containing the user's data expires after 180 days. In addition, the user would be covered by the \$1million identity theft insurance policy assuming IdentityForce was supplying the identity protection benefit to NVIDIA and the person was an NVIDIA employee.



About IdentityForce

For nearly 40 years, IdentityForce, Inc. has provided best-in-class, highly scalable, award-winning identity theft, privacy, and credit protection solutions to consumers, businesses, and government agencies. A pioneer of identity protection, IdentityForce's innovation and customer-centric approach has made the company a trusted partner for both organizations and individuals. IdentityForce also provides custom-tailored programs to organizations enabling them to build closer relationships and additional revenue streams. In 2015, the U.S. government awarded IdentityForce elite Tier-One status as an approved provider of identity protection services for data breaches affecting over 21.5 million people. IdentityForce is the only identity protection provider awarded the Parent Tested Parent Approved Seal. Follow IdentityForce on [Twitter](#), become a fan on [Facebook](#), engage with us on [LinkedIn](#), and join us on [Google+](#). Learn more at www.identityforce.com.

