MetLife · AURA

Identity & Fraud Protection

Smart, simple identity and fraud protection all in one place.

Proactive protection to help stop threats before they strike.

We're doing more online than ever before, making us more vulnerable to fraud and online threats. MetLife and Aura Identity & Fraud Protection can help safeguard what matters to you most: your identity, money and assets, family, reputation and privacy.

Benefits of Identity & Fraud Protection Powered by Aura

Identity Theft Protection

Get alerts if we detect threats to your identity, SSN or online accounts. We also help protect your personal info from data brokers who may sell your info on the Web.

Financial Fraud Protection

Get alerted to new credit inquiries, suspicious bank account transactions and changes to your home or car title.

Privacy and Device Protection

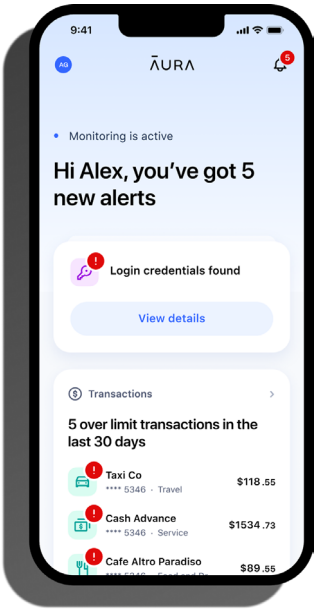
Shop, bank, and work online more safely and privately with safety tools, including VPN/Wi-Fi security, safe browsing, and password manager. Our solution also requests the removal of your personal info from data broker lists to help reduce spam like robocalls, robotexts and more.

Customer Service

24/7/365 customer support to answer account, technical or billing questions. Plus, resolution specialists provide white glove case management services to victims of fraud.

Protect what matters most

Questions? Aura's customer service team is available 24/7/365. Call 1-844-931-2872.



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

Protection and Protection Plus Plan Features

Financial Fraud Protection	Protection	Protection plus
Credit monitoring and alerts	One bureau	Three bureau
Annual credit report	One bureau	Three bureau
Monthly credit score tracker[1]	✓	✓
In-platform credit dispute	✓	✓
Credit, bank and utility account freeze assistance	✓	✓
Home and vehicle title monitoring	✓	✓
Financial account opening and takeover monitoring	✓	✓
AI-powered transaction monitoring	✓	✓
Investment and loan account monitoring	✓	✓
High-risk transaction alerts	✓	✓
Payday/specialty loans block		✓
Experian credit lock		✓
Credit score simulator		✓
Identity Theft Protection	**Protection**	**Protection plus**
Privacy assistant	✓	✓
Dark web monitoring	✓	✓
Digital vault	✓	✓
SSN and identity authentication alerts	✓	✓
Criminal, court and public records monitoring	✓	✓
Social media account monitoring and takeover alerts		✓
Gamertag monitoring		✓
Social media privacy checkup		✓
Privacy and Device Protection	**Protection**	**Protection plus**
Password manager	✓	✓
Email alias	✓	✓
Safe web browsing	✓	✓
IP address monitoring	✓	✓
Wi-Fi security/VPN	Two devices	Unlimited devices
Antivirus	Two devices	Unlimited devices
AI-powered call and text screening		✓
Mobile phone takeover protection[2]	✓	✓
Family Safety (with family coverage only)	**Protection**	**Protection plus**
Parental controls	✓	✓
Child cyberbullying protection	✓	✓
3-bureau child credit freeze wizard	✓	✓
Child SSN monitoring and alerts	✓	✓
Sex offender geo alerts	✓	✓
Family sharing	✓	✓
Child safety checklist	✓	✓
Safe gaming[2]	✓	✓
Services and Support	**Protection**	**Protection plus**
$5m insurance policy per enrolled adult[3]	✓	✓
Lost wallet protection with $500 emergency cash	✓	✓
24/7/365 100% US-based customer care	✓	✓
White glove fraud resolution services	✓	✓
Restoration services for pre-existing fraud events	✓	✓
Mobile app (iOS and android)	✓	✓
Online resolution tracker	✓	✓

Effortless protection and privacy whenever you go online

- Keep your registered accounts and identity safe
- Protect your finances and credit
- Protect your Wi-Fi network and devices
- Simple and easy to use

Choose the plan that fits you best. Then protect what matters most.
Enroll today!

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1. 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 TransUnion or 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.
   No one can prevent all identity theft or monitor all transactions effectively.
2. Coming in 2024. Aura does not guarantee targeted features will launch in said time period and reserves the right to adjust as business needs adjust.
3. 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 that is not an affiliate or subsidiary of MetLife. Checking and 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.

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Aura is a product of Aura Sub, LLC. Aura Sub, LLC. is not affiliated with MetLife, and its services and benefits are separate from any MetLife product.

MetLife

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