MetLife · AURA

Identity & Fraud Protection

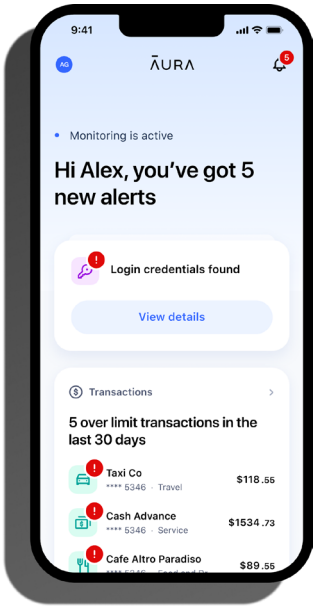
Smart, simple identity and fraud protection all in one place.

Keep your private information private.



Why Identity and Fraud Protection matters

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.



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

The average consumer's digital activity

22 devices[1]

168 online passwords[2]

8+ hours/day online[3]

Digital identity theft and fraud activity

2,412+ fraud complaints received by the FBI daily.[4]

$12.5B victim losses were reported over last year.[4]

50% of Americans are worried about their digital security and data breaches.[5]

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What are the benefits of MetLife + Aura Identity & Fraud Protection

Identity & Financial Fraud Protection

Aura safeguards your personal information, credit, finances, and assets with proactive controls, advanced threat detection, and actionable alerts—all in one trusted experience.

Scam & Cybercrime Prevention

Powered by Aura's proprietary advanced technology, our intuitive tools proactively protect your online privacy and help detect and block scams, phishing attempts, and other cyber threats – reducing risk, minimizing distractions, and delivering peace of mind.

Holistic Family Safety & Wellbeing

With an inclusive, unrestricted definition of family, you can extend protection to your children and any 10 adult loved ones you choose. Aura's unmatched family digital safety & wellbeing suite makes it easy to help keep your vulnerable loved ones safe online and build healthy tech habits.

The Aura Experience

Aura Intelligence combines trusted expertise with actionable AI to personalize protection, automate responses, and resolve issues quickly—so digital security feels effortless. And if fraud happens, you can rely on 24/7 U.S.-based customer support and experienced fraud remediation specialists.

Plus, each enrolled adult is covered by an individual $5M ID theft insurance policy^.



How it works

Consider this scenario:

Mark received an email from what appeared to be his bank requesting he update his account info. He did so, and shortly after, he received an alert about an attempt to add a new user to his bank account. Mark suspected a phishing scam and alerted Aura's fraud expert team right away. A Resolution Specialist helped him quickly resolve the issue.*

**This is a hypothetical example for illustrative purposes only.*

MetLife +Aura identity and fraud protection is an all-in-one digital security in an app that's SIMPLE to use, so it's EASY to stay safe online. Keep your registered accounts and identity safe. Protect your finances and credit. Protect your Wi-Fi network and devices.

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

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Why sign up?

Find out with some FAQs

Why is having identity and fraud protection so important?

Everything you do is online, which makes your personal info more vulnerable. Get peace of mind knowing that you've taken a big step in protecting yourself from online threats, identity theft and fraud.

What are some of the benefits of this protection?

Aura offers robust protection by monitoring your personal info, credit, finances and devices and alerting you of suspicious activity. It's proactive protection to help stop threats before they strike. If you are a victim of fraud, an experienced Resolution Specialist will help you navigate credit bureaus, help initiate credit freezes or a credit lock and work with you to resolve your fraud incident.

Who can I protect with a Family plan?

Account owners can add up to 10 adults to their plan. There are no restrictions on adult family members, irrespective of where they live, their age, their relationship or their financial dependence on the employee. Each adult member gets their own private, full-feature Aura account.

Account owners may also add unlimited minors (under 18) to their plan if they have parental guardianship rights. The minor's alerts will only be available for the account owner to review.

How do I pay for my identity and fraud protection?

Fees will be paid through payroll deduction, so you don't have to worry about writing a check or missing a payment. For Employer-paid plans, any buy-up is paid via credit card directly to Aura.

What else do I get?

Every digital security plan comes with $5 million identity theft insurance^ and 24/7/365 U.S.-based customer support.

Enroll today or contact your HR representative to **learn more**.

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1. "Consumers Benefit From Virtual Experiences, but Need Help Managing Screen Time, Security and Tech Overload," https://www2.deloitte.com/us/en/pages/aboutdeloitte/articles/press-releases/connectivity-and-mobile-trends.html. Accessed April 2024.
2. "How Many Passwords Does The Average Person Have in 2024?" https://nordpass.com/blog/how-many-passwords-does-average-person-have/. Accessed April 2024.
3. "Average time spent per day with digital media in the United States from 2011 to 2024." https://www.statista.com/statistics/278544/time-spent-with-media-in-the-us/. Accessed December 2024.
4. Federal Bureau of Investigation Internet Crime Report 2023. https://www.ic3.gov/AnnualReport/Reports/2023_IC3Report.pdf. Accessed December 2024.
5. "How concerned are adults about their digital security online?" https://www.security.org/resources/data-removal-service-usage-study/3. Accessed March 2026.

^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 & 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 coverage exclusions. Coverage may not be available in all jurisdictions.

No one can prevent all identity theft or monitor all transactions effectively.
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.

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