

FREQUENTLY ASKED QUESTIONS

Identity Protection



What is identity protection?

Every tenant listed on the lease who is 18+ will be enrolled in Aura, which uses IBM's Watson AI to proactively keep your data safe, and alert you if there are any data breaches or suspicious activity. You'll also get \$1 million in coverage in the event of lost funds due to identity theft.

How do I set up my account?

No action is necessary – you're already covered. As a part of our resident benefits package, you are automatically enrolled in Aura when your lease is signed. You'll receive a welcome email from Aura to set up your online account if you'd like to take advantage of even more features available to you at no cost.

What happens if my identity is stolen?

If your identity is stolen, log in to your account at my.aura.com/sign-in to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

What does the \$1 million identity protection coverage entail?

Our \$1 million identity protection coverage ensures that, in the event of identity theft, you will have substantial financial support. This coverage encompasses expenses like legal fees, lost wages, and other costs associated with restoring one's identity. The goal is to ensure that if someone does fall victim to identity theft, they're not left shouldering the financial burden alone.