



**Lucid USA, Inc**

## **Implementation Closure Summary**

### **Purpose**

You have officially launched MetLife + Aura Identity & Fraud Protection (IFP). This document is intended to be a reference guide summarizing the key elements related to the IFP program and how support is provided moving forward.

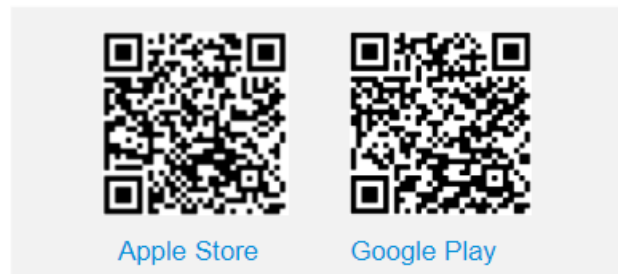
## Benefit Program Summary:

### Voluntary

- **Program Launch Date:** 1/1/2026
- *Plans & Pricing:*

| Plan Name                 | Participant Rate |
|---------------------------|------------------|
| Protecion Plus Individual | \$8.05           |
| Protection Plus Family    | \$13.25          |

- *Verification & Password Setup URL:* <https://my.aura.com/start>
  - This URL should be provided for users to set-up their personalized Aura account. Common scenarios for when this should be utilized are if a user cannot locate their Welcome or Reminder Emails or if no email address is provided on the enrollment file.
- *Ongoing Login URL:* <https://my.aura.com/sign-in>
  - This URL will be used by users to login to their Aura account after they have created their password.
- After account set-up, users can download all-in-one mobile app:



### Portability

Terminated (voluntary or involuntary) and retired employees can continue their IFP coverage by setting up a direct bill payment. Once termination record is received from customer, Aura will send an email to the employee notifying that they have 30 days to continue coverage by adding their credit card for payment.

# Ongoing Support

## Customer Support

All employer support requests will be sent to your MetLife Client Services Consultant (CSC). Billing and data files are handled by MetLife. Ongoing employee enrollments, changes and terminations should be sent to MetLife via the ongoing data file or other method per your implementation. New enrollments must include an Authorization Type and Date (if employee paid).

## Participant/Employee Support

When a participant has any questions about the product or has questions about an alert received, all these inquiries are handled by the Aura Member Services team. Aura's 100% U.S. based member services team is available as follows:

|  |   |
|--|---|
| <b>Contact:</b><br><br>Standard Participant Support  | 844-931-2872<br><a href="#">Live Chat is also available on the App</a>      |
| <b>Hours:</b><br><br>Standard Customer Support<br><br>Identity Theft & Fraud Resolution Services | 24 / 7 / 365<br><br>Mon - Fri, 9 AM - 7 PM EST<br>Saturday, 9 AM - 6 PM EST |