norton™
LifeLock Benefit Solutions

# Congratulations on taking the first step toward a safer digital life.



To ensure that your identity, personal devices and privacy have the protection they need, please activate your membership.

## Activate your membership in 3 easy steps.

### Step 1

Verify your identity and create login credentials at **norton.com/ebsetup.**

### Step 2

Activate your plan features on your dashboard.

### Step 3

Download the Norton 360 and LifeLock Identity apps to receive alerts on-the-go.

**Already a LifeLock member?** After activation and logging in with your newly created credentials, your new plan will sync with your previous account.

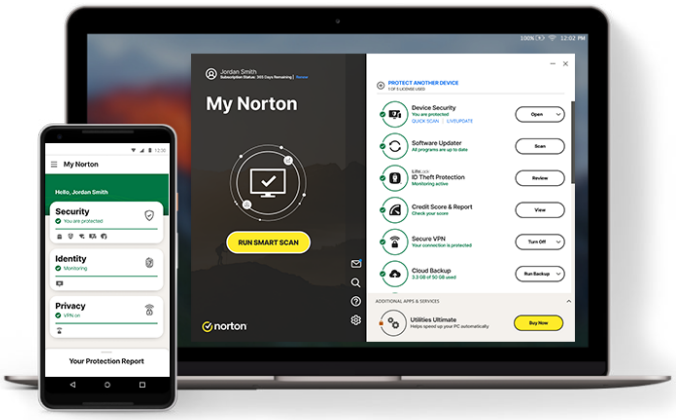
**Already a Norton member?** Merge your accounts by clicking on "Sign in" rather than creating a new account.

## Your Personalized Dashboard

Your dashboard will walk you through activating the key features of your membership and gives you a quick snapshot of your account. You'll see important notifications that may need your attention at the top.

## Help Protect Your Whole Family

Use your dashboard to extend these benefits to your dependents. If you added adult dependents during open enrollment, the activation email can be forwarded for account setup. Any added minor dependents will be reflected on your account.




Screens modified for demonstration purposes. Subject to change.

## HOW DOES NORTON LIFELOCK HELP PROTECT ME?

**WE DETECT & ALERT†**
We can detect a wide range of identity threats and will alert you if we find potentially suspicious activities.

**WE DEFEND**
We help block hackers from stealing personal information on your devices, and our personal virtual private network (VPN) helps keep your online activity private.

**WE RESOLVE**
If you become a victim of identity theft, one of our U.S.-based Identity Restoration Specialists will work to help restore it.

**WE REIMBURSE†††**
We provide coverage for lawyers and experts, if needed, plus reimbursement for personal expenses up to $1 million.†††

An essential part of your digital health and well-being,
Norton LifeLock empowers you to live your digital life more safely.

### IDENTITY THEFT PROTECTION
Get alerts† for possible fraudulent use of your Social Security number, name, address and date of birth in applications for credit and services.

### DEVICE SECURITY
Device protection against ransomware, viruses, spyware, malware, and other online threats. (PCs, Mac, smartphones, or tablets).

### ONLINE PRIVACY**
Norton Secure VPN protects your devices on vulnerable connections and helps keep online activity and browsing history private. Privacy Monitor scans common public people-search websites to help you opt-out.

### PARENTAL CONTROL**▽
Monitor your child's online activity, set screen time limits, block unsuitable sites, and monitor search terms and activity history.

### 24/7 LIVE MEMBER SUPPORT
For assistance including an identity-related question, call 800-607-9174. Agents specifically trained for Employee Benefit offerings are available Monday through Friday, from 9 a.m. to 7 p.m. EST.

### FULL-SERVICE IDENTITY RESTORATION
Dedicated U.S.-based Identity Restoration Agents available to resolve your identity theft issues.

### MILLION DOLLAR PROTECTION™ PACKAGE†††
Our Million Dollar Protection™ Package††† helps with compensation for qualified expenses up to $1 million to restore your identity.

† The LifeLock alert network includes a variety of product features and data sources. Although it is very extensive, our network does not cover all transactions at all businesses, so you might not receive a LifeLock alert in every single case.
** These features are not enabled upon enrollment. Member must take action to activate this protection.
††† Reimbursement and Expense Compensation, each with limits of up to $1 million for LifeLock with Norton Benefit Essential and LifeLock with Norton Benefit Premier. And up to $1 million for coverage for lawyers and experts if needed, for all plans. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: NortonLifeLock. com/legal.

# FREQUENTLY ASKED QUESTIONS

**When can I expect my welcome email?**
You should receive your Welcome email close to your effective date, from no-reply@myidentity.norton.com. The subject line is, “Activate Your NortonLifeLock Benefit Plan.”

**Who is the welcome email sent to?**
We will send the welcome email to the primary member, including your adult dependents' welcome emails. Please forward this along to any adult dependents so they can also set up their own online accounts. Minor dependents are simply reflected on the primary member's account.

**What if I set up my account before my benefit effective date?**
Upon logging into my.norton.com, you will be prompted to provide a product key or payment information because your benefit plan is not effective yet. If you created login credentials prior to receiving the welcome email or went directly at Norton.com to create an account, please go to norton.com/ebsetup to establish your account correctly. When asked to “Create Account” you should instead select “Sign In” and use the email address and password you initially used when trying to set up your account. This will merge the account you started to create with your benefit plan.

**What happens if I don’t get my welcome email?**
Check with your benefits team to make sure there isn't an error you need to address (your retail plan is still active, there's something preventing us from verifying your enrollment details, etc). Once you confirm you are successfully enrolled, follow the steps to set up your account at norton.com/ebsetup.

**What if I do not set up my account?**
Norton LifeLock will be monitoring your identity using the information from your enrollment (such as name, DOB, SSN) to notify you of accounts we detected being opened in your name or to let you know if we see your information on the dark web. However, to activate credit services, set up device security, add additional information for monitoring, or to update your contact preferences, you will need to set up the account.

**If have a retail plan direct with LifeLock and I am moving to the new benefit plan, will I still get a welcome email?** Yes, you will still receive a welcome email and will need to follow the verification/activation steps.

**If I had a retail plan prior to enrolling in the benefit, do I need to set everything up again in my new account?**
Upon account activation, most of your information from your old account will transfer over. However, you will need to reactivate credit services, and if you used transaction monitoring previously, you will need to relink your financial accounts. You will see all your archived alerts in your new dashboard.

**What should I do if I think I have been a victim of identity theft?**
Please contact our member services team right away at 800-607-9174. Alternately, through the LifeLock Identity phone app, select ID Restoration and then ID Restoration Service to open a case.



**Employee Benefits Member Support:**

# 800-607-9174

## Specialty Trained Agents

Dedicated agents available to answer questions
Monday through Friday, from 9am to 7pm EST

Essential and LifeLock with Norton Benefit Premier. And up to $1 million for coverage for lawyers and experts if needed, for all plans. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.