norton
LifeLock Benefit Solutions

You're enrolled! What's next?

Congratulations on taking the first step toward a safer digital life. On your benefit effective date, you'll want to ensure that your finances, privacy, and device security have the protection they need, **please activate your membership.**

1

Verify your identity at norton.com/ebsetup

Already a LifeLock member? Follow the onboarding & activation instructions and your existing account information will be automatically synced.

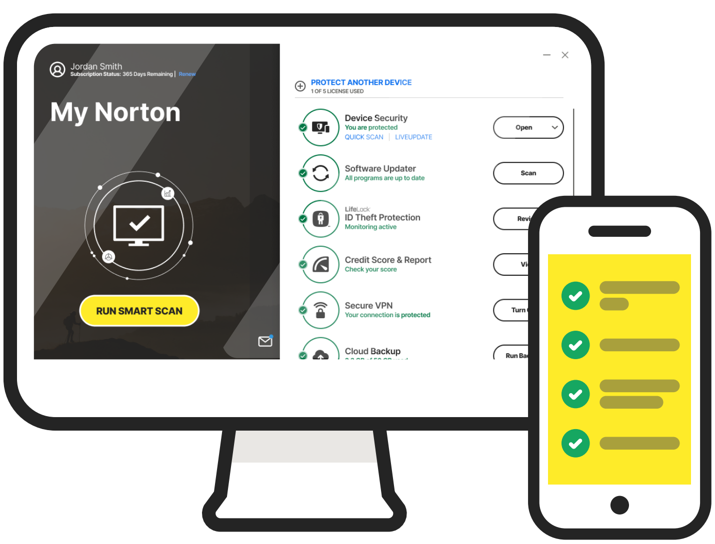
2

Create login credentials.

Already have a Norton login? Simply select sign in rather than creating new credentials.

3

Activate plan features and download Norton 360 & LifeLock apps.



Your Personalized Dashboard

Gives you access to key features of your membership and and a quick snapshot of your account. You'll see important notifications that may need your attention here.

No one can prevent all identity theft or all cybercrime.

FREQUENTLY ASKED QUESTIONS

When can I expect my welcome email?
You should receive your Welcome email close to your effective date, from no-reply@emails.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.