



# What to expect as a LifeLock™ member

## LEARN HOW TO GET THE MOST FROM YOUR MEMBERSHIP



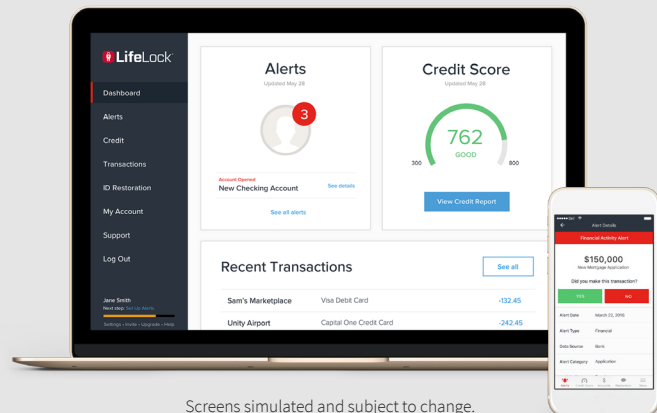
### THE LIFELOCK MEMBER COMMUNICATION EXPERIENCE

Enrolling in a LifeLock membership is an important step in helping to protect your identity. After completing enrollment, your information is provided to LifeLock and your membership is activated. You will receive a 'welcome' email from which you can access and set up your Member Portal. This is where you must enter any personal information you want LifeLock to monitor. From time to time, you will also receive emails from us about how to get the most from your LifeLock membership.

### DISCOVER EVERYTHING YOUR MEMBERSHIP OFFERS

Your online Member Portal provides access to your LifeLock account profile and alerts.<sup>†</sup> Access your Member Portal at LifeLock.com to:

- ✓ VIEW YOUR ACCOUNT
- ✓ REVIEW AND RESPOND TO ALERTS<sup>†</sup>
- ✓ UPDATE PERSONAL INFORMATION
- ✓ MANAGE ACCOUNT PREFERENCES
- ✓ REQUEST ASSISTANCE



Screens simulated and subject to change. VantageScore3.0 based on Equifax data.



## RESPONDING TO AN IDENTITY ALERT†

LifeLock monitors your information for a wide range of threats, and will alert you<sup>1</sup> by phone<sup>††</sup>, email, text or mobile app if we detect potentially suspicious activity. If you become a victim of identity theft, a dedicated U.S.-based Identity Restoration Specialist will work with you from start to finish to help fix the issue. LifeLock helps protect you with our Million Dollar Protection™ Package which includes reimbursement for stolen funds and coverage for personal expenses—each with limits up to \$1 million—and coverage for lawyers and experts if needed, to help resolve your case.<sup>†††</sup>

### IDENTITY ALERT EXAMPLE

You can review your alerts through your Member Portal. To view the details regarding any of the alerts you have received, simply click on that specific notification and respond to the alert by click on the notification to review and respond to the alert.

We monitor for use of your personal information and send alerts<sup>1</sup> by text, phone<sup>††</sup>, email, or mobile app.



## Credit Scores, Reports and Tracking

### LIFELOCK™ BENEFIT ELITE PREMIUM

LifeLock Benefit Elite Premium plan includes One-Bureau Credit Application Alerts.<sup>2\*\*</sup> You will also receive One-Bureau Annual Credit Report and Credit Score<sup>1\*\*</sup>, One-Bureau Monthly Credit Score Tracking<sup>1\*\*</sup>, and Three-Bureau Credit Monitoring<sup>1\*\*</sup>.

The credit scores provided are VantageScore 3.0 credit scores based on data from Equifax, Experian and TransUnion respectively. Any One-Bureau VantageScore mentioned is based on Equifax data only. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

### MEMBER SERVICES

If you ever need assistance or have an identity related question, a LifeLock Identity Protection Agent is available to help you. Just call us at:

877-349-2966



No one can prevent all identity theft.

<sup>1</sup>-If your plan includes credit reports, scores, and/or credit monitoring features ("Credit Features"), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment. **Please note that in order to enjoy all features in your chosen plan, such as bank account alerts, credit monitoring, and credit reports, it may require additional action from you and may not be available until completion.**

<sup>2</sup>-If your LifeLock plan includes One Bureau Credit Application Alerts, two requirements must be met to receive said features: (i) your identity must be successfully verified with TransUnion; and (ii) TransUnion must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE ONE BUREAU CREDIT APPLICATION ALERTS. One Bureau Credit Application Alerts will take several days to begin after your successful LifeLock plan enrollment.

<sup>†</sup>LifeLock does not monitor all transactions at all businesses.

<sup>††</sup>Phone alerts made during normal local business hours.

<sup>†††</sup>These features are not enabled upon enrollment. Member must take action to get their protection.

<sup>††††</sup>Reimbursement and Expense Compensation, each with limits of up to \$1 million for Benefit Elite Premium, and up to \$1 million for coverage for lawyers and experts, if needed. 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. Copyright © 2019 Symantec Corp. All rights reserved. Symantec, the Symantec Logo, the Checkmark Logo, LifeLock and the LockMan Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners. Norton LifeLock is the Consumer Division of Symantec.

