

# GET THE MOST FROM YOUR MEMBERSHIP

Learn how to take full advantage of the features included with your plan.



## ELECTRONIC FULFILLMENT AND COMMUNICATION EXPERIENCE

Enrolling in your selected LifeLock with Norton Benefit Plan is an important step in helping to protect your identity, personal information and connected devices. From the moment you become a member, you will receive important communications about your membership, keeping you up to date on important information you need to know.

Here are some important things to keep in mind as you explore your new benefit:

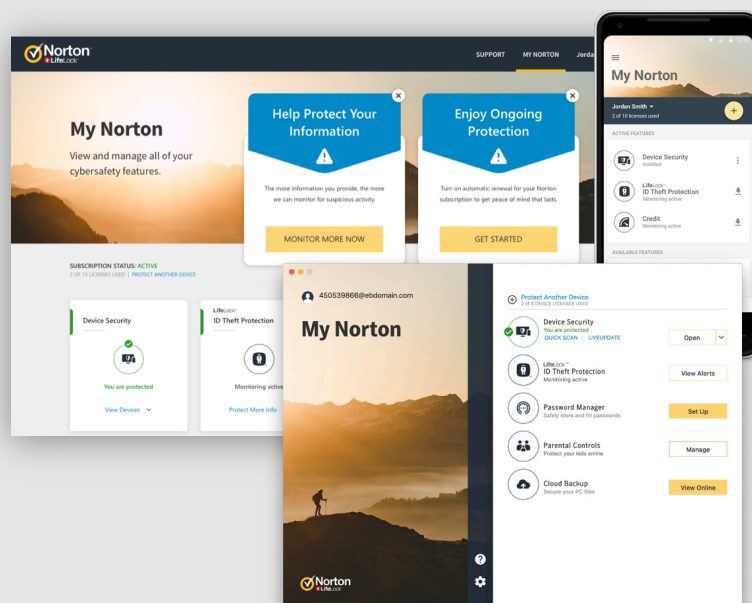
- Upon successful enrollment in the benefit, you will receive a welcome email with a link to confirm your identity, create your account log in and access your personalized dashboard.
- Dependents enrolled in the benefit will also receive a welcome email if they are over the age of 18. The welcome email is sent to the primary member, and the dependent will be able to update their contact information upon their initial account log in and access their own personalized dashboard.
- Dependents under the age of 18 will simply be reflected on the primary member's account.
- Any adult member can update their contact information so that future communications are sent based on their preference.

## YOUR PERSONALIZED DASHBOARD

This dashboard provides a simple step-by-step process for activating different features included with your membership. The features available will be unique to each user, and will be based on the plan elected. Important notifications are highlighted at the top of the screen in the envelopes. Please be sure to follow these steps right away to ensure you're receiving credit services<sup>1</sup> and device security.

Credit reports and credit scores, credit score tracking<sup>1</sup> and credit application<sup>2</sup> alerts<sup>1</sup> will require additional steps upon login in order to activate these features.

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.



Screens modified for demonstration purposes. Features may differ depending on plan. Subject to change.

No one can prevent all identity theft or all cybercrime. † LifeLock does not monitor all transactions at all businesses.

1 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.

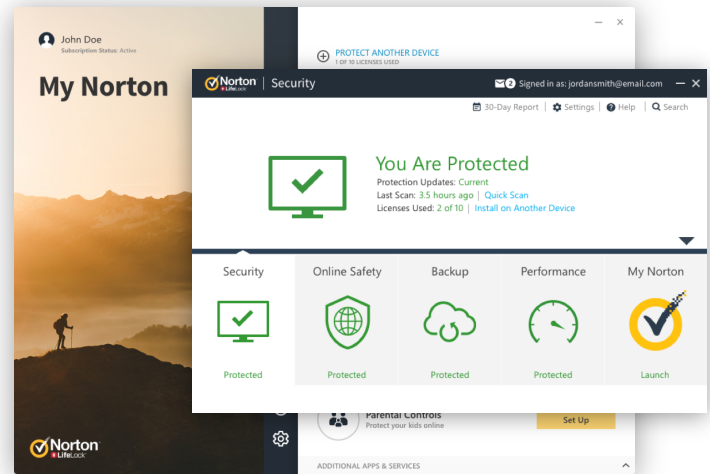
2 If your plan includes One Bureau Credit Application Alerts, two requirements must be met to receive said features: (i) your identity must be successfully verified with TransUnion; and (ii) TransUnion must be able to locate your credit file and it must contain sufficient credit history information. 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 plan enrollment.

## DEVICE SECURITY

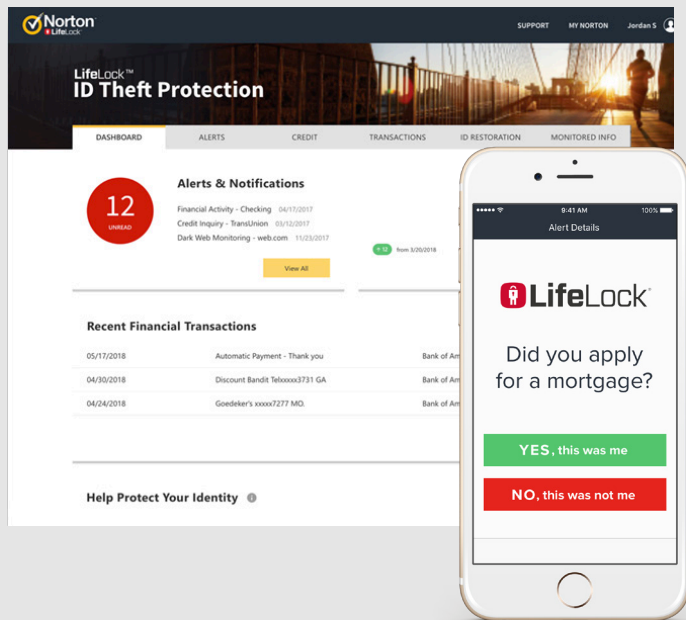
Multi-layered, advanced security helps protect against existing and emerging malware threats to your devices, and helps protect your private and financial information when you go online. Simply follow the steps to download Norton Security onto your devices.

This feature is only reflected on the primary member's dashboard, but can easily be extended to other devices by sending an email, text or copying a download link.

To setup Device Security, select the appropriate tile on the main dashboard and follow the installation instructions to begin protecting your devices. Not all features require setup – safecam<sup>‡</sup> and smartfirewall<sup>‡</sup> are enabled upon installation of Norton Security.



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## ID THEFT PROTECTION

Customize your LifeLock member profile and set up additional features on your account such as:

- Credit, Checking & Savings Account Activity Alerts<sup>†\*\*</sup>
- Investment Account activity Alerts<sup>†\*\*</sup>
- Dark Web Monitoring<sup>\*\*</sup>
- Lost Wallet Protection
- Online Account Monitoring
- AND MORE!

You can review your alerts<sup>†</sup> through your member portal message center. To view the available details regarding your alerts<sup>†</sup> you have received, simply click on that specific notification and respond to the alert by answering "Yes, this was me!" or "No, this was not me!", should the subject alert request such a response.

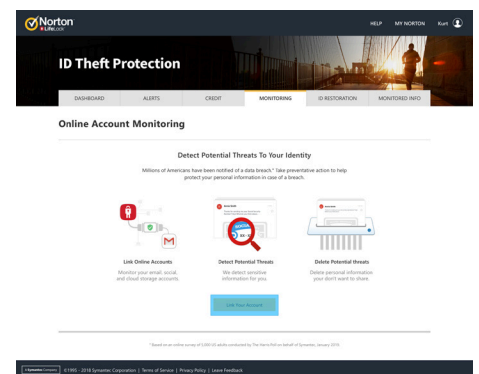
## ONLINE ACCOUNT MONITORING

Expected release date - 9/2019. Feature subject to change.

Your online accounts can contain a lot of personal information like your Social Security number, credit cards, date of birth, or passwords. If this information is stolen by a cybercriminal you may be vulnerable to identity theft.

We scan your email, social media and cloud storage accounts for your personal data, so you can remove what you want, giving you peace of mind and greater control over your sensitive information.

To set up Online Account Monitoring go to the ID Theft Protection tile on the main dashboard and navigate to the monitoring tab at the top. To link your accounts, click on "Link an Account" and follow the instructions. For the best protection, link all of your accounts.



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

<sup>‡</sup> Not all features are available on all platforms. Norton Family Parental Controls, Norton Cloud Backup, and PC SafeCam are presently not supported on Mac OS.

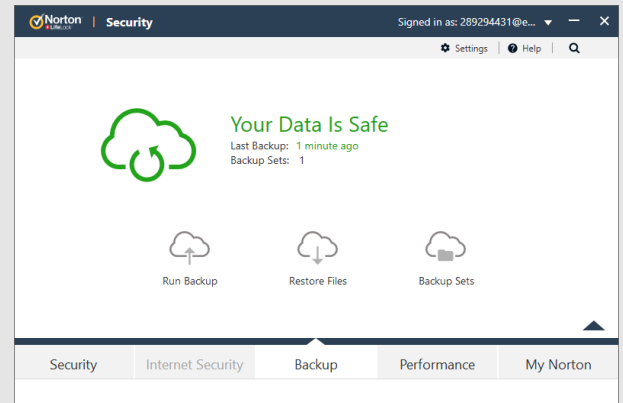
<sup>†</sup> LifeLock does not monitor all transactions at all businesses.

## CLOUD BACKUP<sup>ℓ\*\*</sup>

Computers, tablets, and mobile devices store many cherished and important documents from family photos to resumes to tax returns. Norton Cloud Backup provides a safe and secure cloud-based storage to store important files and documents as a preventative measure to data loss due to hard drive failures, stolen devices and even ransomware.

Download the backed-up files from Norton Online Backup account to any computer, just follow the steps in your Norton Security dashboard. This feature is only reflected on the primary member's dashboard.

To set up Cloud Backup,<sup>ℓ</sup> select the appropriate tile on the main dashboard. Follow the instructions in the video to start backing up your files. Then backup, transfer, and restore your files anywhere, anytime. You must first install Norton Device Security in order to setup Cloud Backup.<sup>ℓ</sup>



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Features	Benefits
<b>Files and Folder Search</b>	Search for specific files or folders in backup to restore or download.
<b>Advanced Purge</b>	Delete unwanted data from your account.
<b>File Versions<sup>‡</sup></b>	Restore older versions of files from backup.
<b>Back Up Open files<sup>‡</sup></b>	Back up files that are in use by other applications.
<b>Email a Restore Set</b>	Allow delivery or sharing of a restore set by allowing the user to specify files for download.
<b>Progress Updates<sup>‡</sup></b>	Provides the list of files that are backed up and the backup status of each file.
<b>Automatic Backup<sup>‡</sup></b>	<ul style="list-style-type: none"><li>• Saves time and effort by simplifying the process of protecting your digital files</li><li>• Once setup is complete, your files are backed up automatically</li><li>• Secures the files by category or folder (i.e. backup all photos or everything in a particular folder)</li><li>• Shows backups performed, pending, and completed with the status tracker</li><li>• Compresses data on the computer before transmission</li></ul>
<b>Data Encryption</b>	Provides high-level data encryption to secure your data.
<b>Incremental Backups<sup>‡</sup></b>	Performs block-level incremental backups for faster performance.
<b>Backup Multiple Computers with a Single Norton Online Backup Account</b>	Provides one central, secured Internet location for all your photos and files across multiple household computers.
<b>Remote Management and Access</b>	<ul style="list-style-type: none"><li>• Quickly restore lost or deleted files to any Web-enabled computer</li><li>• Lets you remotely manage your backup settings for all your computers</li></ul>
<b>Managed Off-Site Storage</b>	<ul style="list-style-type: none"><li>• Delivered by the trusted leader in online file protection, currently securing data for millions of consumers online</li><li>• Stores your files at multiple and secure physical locations to protect against accidental loss at any one facility</li></ul>

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<sup>ℓ</sup> Not all features are available on all platforms. Norton Family Parental Controls, Norton Cloud Backup, and PC SafeCam are presently not supported on Mac OS.

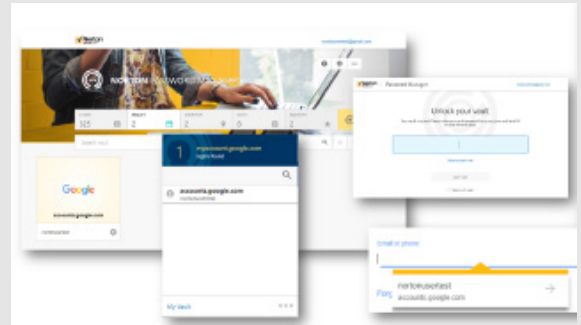
<sup>‡</sup> Requires your device to have an Internet/data plan and be turned on.

## PASSWORD MANAGER\*\*

Passwords written on a sticky note or the same password used for every account may make your personal information vulnerable. Norton Password Manager provides the tools you need to create, store, and manage every password, your credit card information and other credentials online—safely and securely in your very own encrypted, cloud-based vault.

This feature is only reflected on the primary member's dashboard.

To setup your password manager select the appropriate tile on the main dashboard and follow the instructions to create your vault. To access your vault simply click on the password manager tile located on the main dashboard.



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Features	Benefits
<b>Password Generator</b> (Desktop Only)	Create complex new passwords or changes to existing passwords automatically based on selected criteria.
<b>Import/Export Password Data</b> (Desktop Only)	Import sensitive information from other password managers and browsers to quickly start benefiting from features. Also allows the export of sensitive information.
<b>Logins</b>	Save user names and passwords in an encrypted online vault for easy login onto favorite sites.
<b>Digital Wallet</b>	Safely stores credit card details, bank account information, and more for faster online shopping.
<b>Safety Dashboard</b>	Shows the health of the passwords stored in the vault. Provides an informative view about compromised, common, weak, duplicate, and old passwords to help improve security posture.
<b>Automatic Password Changer</b>	Helps automatically change passwords from the Safety Dashboard
<b>Syncing Across Platforms/Devices</b>	Syncs logins and other information across devices for access from a Mac®, PC, Android™ device, iPhone® or iPad®
<b>Fill and Capture / Addresses</b>	Stores shipping addresses, billing addresses and more to quickly fill in online forms.
<b>Notes</b>	Save and view useful notes and information, such as frequent flyer numbers, passport numbers and product keys.

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### System Requirements

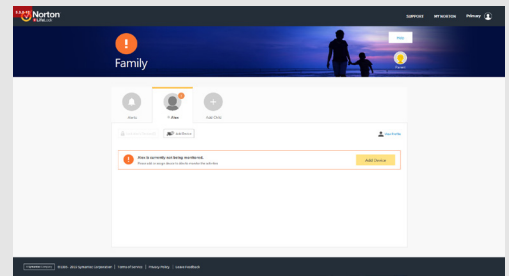
Norton Password manager is compatible with PCs, Macs, Androids, iPads, and iPhones.

## PARENTAL CONTROLS<sup>1\*\*</sup>

Parental Controls help protect your kids from online predators by highlighting your kids' online activity and identifying potential dangers before they become problems. Easy-to-use tools allow you to set screen time limits, block unsuitable sites, monitor search terms and overall activity history. Keeping kids safe online shouldn't be the end of their freedom; it should be the start of open and ongoing conversations about how to build safe and smart online habits.

This feature is only reflected on the primary member's dashboard.

To set up Parental Controls click on the selected tile on the main dashboard to begin setup of the feature. Once you have agreed to the terms of service, you will be taken to the main Parental Controls screen. Here you will be able to create a profile for your child, choose their device and select their restriction level. You will then be prompted to install the app on the selected device you want to monitor.



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Features	Benefits	Windows	iOS	Android
<b>Web Supervision</b>	Let your kids explore the Web freely, with tools that block unsuitable websites while keeping you in the know about which sites they're visiting.	●	●	●
<b>Time Supervision</b>	Helps you stay on top of how much time your kids spend on their PCs and Android devices— tablets and mobile phones—so you can teach healthy habits.	●		●
<b>Search Supervision</b>	See the words, terms, and phrases your kids are searching for to gain insights into their interests and help protect them from inappropriate content.	●	●	●
<b>Social Network Monitoring</b>	See how frequently your kids log in to Facebook from their PCs and the name and age they use on their profiles, so you can talk about smart social media habits.	●		
<b>Personal Information Protection</b>	Help your children avoid giving out sensitive personal information when online, including phone number, address, school they attend, or email address.	●		
<b>Email Alerts</b>	Find out when your kids attempt to visit a blocked site so that you can start a conversation about appropriate content.	●	●	●
<b>Access Request</b>	Open the lines of communication by enabling your kids to send you a note if they disagree with a blocked site or a house rule.	●	●	●
<b>Activity History</b>	See at a glance what your kids are doing on their connected devices and how much time they've spent on their PCs, so you can clearly spot trends and emerging habits.	●	●	●
<b>Location Supervision<sup>2,3</sup></b>	Stay informed about where your kids are with tools that enable you to map the location of their Android or iOS devices and provide a 30-day history to show where they've been.		●	●
<b>Mobile App Supervision<sup>3</sup></b>	See which apps your kids have downloaded on their Android devices and choose which ones they can use, such as YouTube and Facebook.			●
<b>Text Message Supervision<sup>3,4</sup></b>	Keep an eye on your kids' SMS text conversations and set limits on who they can text.			●
<b>Video Supervision<sup>5</sup></b>	See a list of the YouTube and Hulu videos your kids watch on their devices and even view a snippet of each video, so you know when you need to talk.	●	●	
<b>Instant Lock</b>	Parents can help kids take a break by locking the device, so they can re-focus, or join the family at dinner. Once in lock mode, all of the device's applications, web browsers, games and more are inaccessible, until manually disabled. Individual devices can be unlocked with a PIN. Parents and children can still contact each other while the device is in lock mode.	●	●	●

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### System Requirements

<sup>2</sup> Location Supervision requires parent activation before use.

<sup>3</sup> Mobile app must be downloaded separately.

<sup>4</sup> Text Message Supervision requires parent activation before use.

<sup>5</sup> Norton Family Premier monitors videos that your kids view on Hulu.com and YouTube.com. It does not monitor or track YouTube videos that have been embedded in other websites or blogs. Feature available only for PC.

## FREQUENTLY ASKED QUESTIONS

### Can I download my Norton features on a work computer/phone?

You may be able to use Norton features on a work device, depending on the level of restrictions imposed at your current work place.

### How do I transfer my service from one device to a different device? Can I add protection for more devices than what I have?

You can share a link, text message, or email to install Norton on other PC, MAC, Android and iOS devices. The amount of devices you can add protection to depends on your specific plan.

### I already have other protection, can I still download Norton?

It is recommended to remove other security apps in order to properly use Norton Security on your desktop computer or mobile device.

### Can I set up online vaults for multiple users?

If you have an existing Norton account, it can be used to create an online vault. If other users do not have a Norton account, they will need to create one in order to share an online vault.

### Can Parental Controls<sup>2</sup> be managed by more than one parent? How does this get set up?

Yes. You can invite your spouse or another adult to help you monitor your children and keep them safe while on-line. Once your spouse accepts the invite, they will be part of your family. You can send an invite by signing into family account or by using Norton Family parental app for Android.<sup>3</sup>

### What if I already have a Norton/LifeLock account?

If you are an existing LifeLock member, we will be unable to automatically change your existing membership to the new LifeLock with Norton Benefit plan selected via your Employer.

In order for you to complete the transition, please call LifeLock Member Services at 800-607-9174 close to your benefit effective date. Please mention to the representative that you would like to cancel your retail plan in order to enroll through your Employer's benefit program. Within a few days following cancellation, your enrollment through your Employer's plan will be activated and you will receive a new welcome e-mail for your LifeLock with Norton Benefit Plan.



## 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 800-607-9174. For additional information, click on the Support tab at the top of the main dashboard.

LifeLock and Norton by Symantec are now Norton LifeLock.

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3 - Mobile app must be downloaded separately.

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