



Protection for a Brighter, Safer Digital Future

UP Management

01/01/2023

All-in-one protection against threats to
employees' identity, devices, and privacy

Benefit Plan Overview



All Products Include:

LifeLock Identity Protection

- Credit Freeze/Lock
- Enhanced Identity Locks – Payday, IRS, Utility/ Telco
- LifeLock Identity Alert System
- Financial Account Activity Alerts
- Dark Web Monitoring
- Privacy Monitor
- ID Verification Alerts & Fictitious ID Monitoring
- Phone takeover Monitoring
- Social Media Monitoring
- Lost Wallet Protection
- Prior ID Theft Remediation
- \$3 Million Protection Guarantee

Norton Device Security

- Norton Device/Online Security
- Norton Password Manager
- SafeCam
- VPN

Norton Parental Controls

- Child Online Safety suite (supervision, blocking, etc.)

LifeLock with Norton Benefit Essential

- 1 Bureau Credit Monitoring
- 1 Bureau Credit Application Alerts
- 1 Bureau Report & Score (monthly)
- Norton Device Protection (3EE/6FM)
- Online Backup (10GB)

\$2.08/wk Employee
\$4.15/wk Employee+

LifeLock with Norton Benefit Premier

All Essential features, plus ...

- 3 Bureau Credit Monitoring
- 3 Bureau Report + Score
- Monthly Credit Score Tracking
- Norton Device Protection (5EE/10FM)
- Online Backup (50GB)
- Bank Account Takeover Alerts
- New Checking & Saving Application
- Home Title Monitoring

\$3.46/wk Employee
\$6.92/wk Employee+



Automatic-on features

- LifeLock Identity Alerts
- Home Title Monitoring
- Dark Web Monitoring
- Lost Wallet Protection
- Million Dollar Protection Package^{†††}
- 24/7 Live Member Support
- Dedicated Restoration Agents

^{†††} 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](https://nortonlifelock.com/legal).

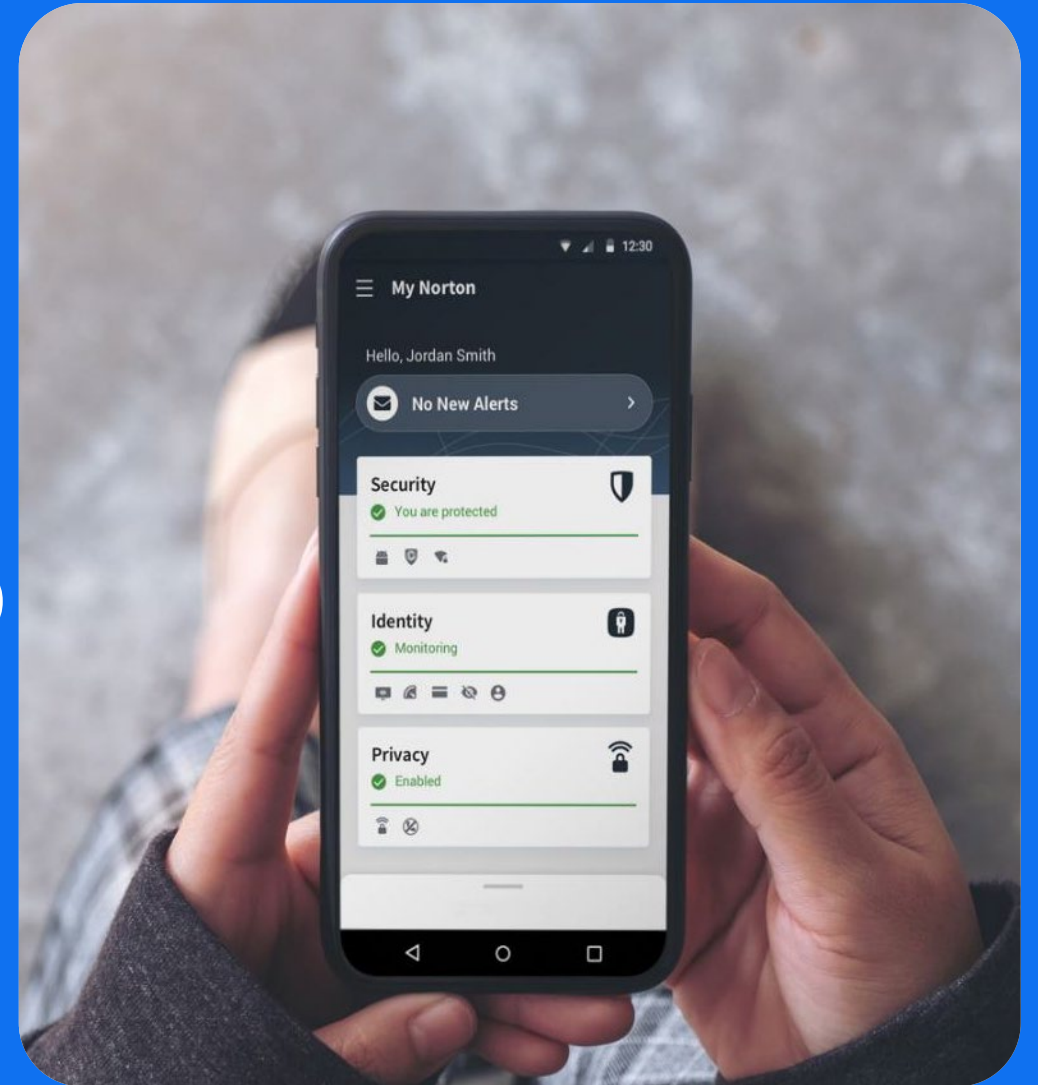
NORTON SECURITY:

ONLINE THREAT PROTECTION

- ANTIVIRUS
- ANTI-MALWARE / RANSOMWARE
- PARENTAL CONTROLS
- PASSWORD MANAGER
- SAFE WEB BROWSING
- SMART FIREWALL
- SMS TEXT PHISHING
- SIM CARD PHONE TAKEOVER
- VPN
- ENCRYPTED CLOUD BACKUP
- SAFECAM



Member Activation/Set-Up Post Enrollment



How To Set Up Your New Account: New + Existing Members

Activate your membership in 3 easy steps.



Step 1

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

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



Step 2

Activate your plan features on your dashboard.

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



Step 3

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

Welcome Email



(First Name), you are now enrolled in
NortonLifeLock!

Your (PLAN NAME) plan includes protection for your digital life – helping protect your identity, your online privacy, and your personal devices.

It is important for you to take a few moments to activate your new account. You will need to log in to take advantage of many of the great features included in your plan.

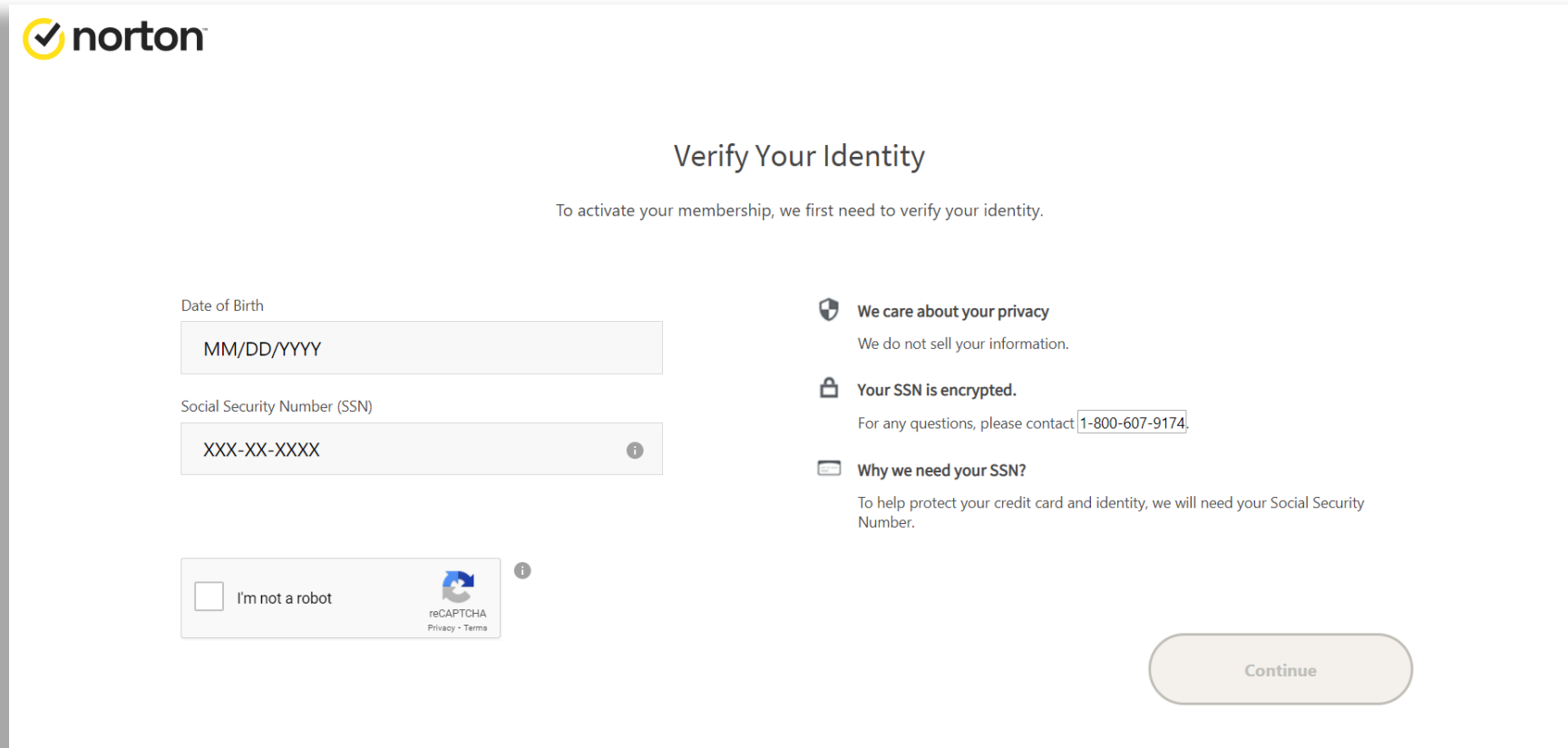
ACTIVATE MY ACCOUNT

When activating your account, you will be asked to provide key pieces of information so that we can verify and locate your membership. Once complete, you will provide your preferred (unique to you) email address and create a password that will be used to access your account in the future at my.norton.com.


If you cannot find your welcome email, confirm your enrollment with your benefits manager, then visit

Norton.com/EBSetup

Identity Verification



The screenshot shows a web page for Norton identity verification. At the top left is the Norton logo. The main heading is "Verify Your Identity". Below this is a sub-heading: "To activate your membership, we first need to verify your identity." There are three input fields: "Date of Birth" with a placeholder "MM/DD/YYYY", "Social Security Number (SSN)" with a placeholder "XXX-XX-XXXX" and an information icon, and a reCAPTCHA "I'm not a robot" checkbox. To the right of the input fields are three informational sections: "We care about your privacy" (We do not sell your information.), "Your SSN is encrypted." (For any questions, please contact 1-800-607-9174.), and "Why we need your SSN?" (To help protect your credit card and identity, we will need your Social Security Number.). A "Continue" button is located at the bottom right.


 **norton**

Verify Your Identity

To activate your membership, we first need to verify your identity.

Date of Birth

Social Security Number (SSN)

I'm not a robot  [Privacy](#) [Terms](#)

We care about your privacy
We do not sell your information.

Your SSN is encrypted.
For any questions, please contact [1-800-607-9174](tel:1-800-607-9174).

Why we need your SSN?
To help protect your credit card and identity, we will need your Social Security Number.

[Continue](#)

Create Norton Account

Can utilize the same login credentials they had previously established for LifeLock.

Sign in or create an account to access all of your LifeLock features.



Create an Account

Email address *

Confirm email address *

Create a secure password *

Region

United States

Create Account

OR

Continue with Apple

Continue with Google

By clicking Create Account, you have read and acknowledge our [Global Privacy Statement](#).

Returning user? [Sign in](#).

ACCESS ALL THE FEATURES OF YOUR MEMBERSHIP IN ONE PLACE

YOUR PERSONALIZED DASHBOARD

The screenshot shows the 'My Norton' dashboard. At the top, there's a navigation bar with a search bar containing 'www.my.norton.com' and a refresh icon. Below the navigation bar, the title 'My Norton' is displayed, followed by a warning: 'Please note the features below that require your attention.' The main content area is titled 'YOUR PROTECTION' and contains eight feature cards:

- Device Security:** Shows '2 device(s) with issues' and a 'Review Devices' button.
- LifeLock ID Theft Protection:** Shows 'Monitoring active' and a 'View Dashboard' button.
- Credit Score & Report:** Shows '3 bureau(s)' and a 'View Credit Report' button.
- Secure VPN:** Shows 'Stay anonymous online' and a 'Download' button.
- Cloud Backup:** Shows '369.1 MB of 50 GB used' and a 'View Backup Sets' button.
- Password Manager:** Shows 'Store and autofill passwords' and an 'Access Vault' button.
- Parental Controls:** Shows 'NOT SET UP' and a 'Set Up Family' button.
- Privacy Monitor:** Shows 'Protect your online privacy' and a 'View Results' button.

At the top left of the dashboard, there are three dots and a refresh icon. At the top right, there is a full-screen icon.



CURRENT MEMBERS

Historical alerts remain are still visible, information added for Dark Web Monitoring remains in place, will need to reestablish transaction monitoring.



ALL-IN-ONE DASHBOARD

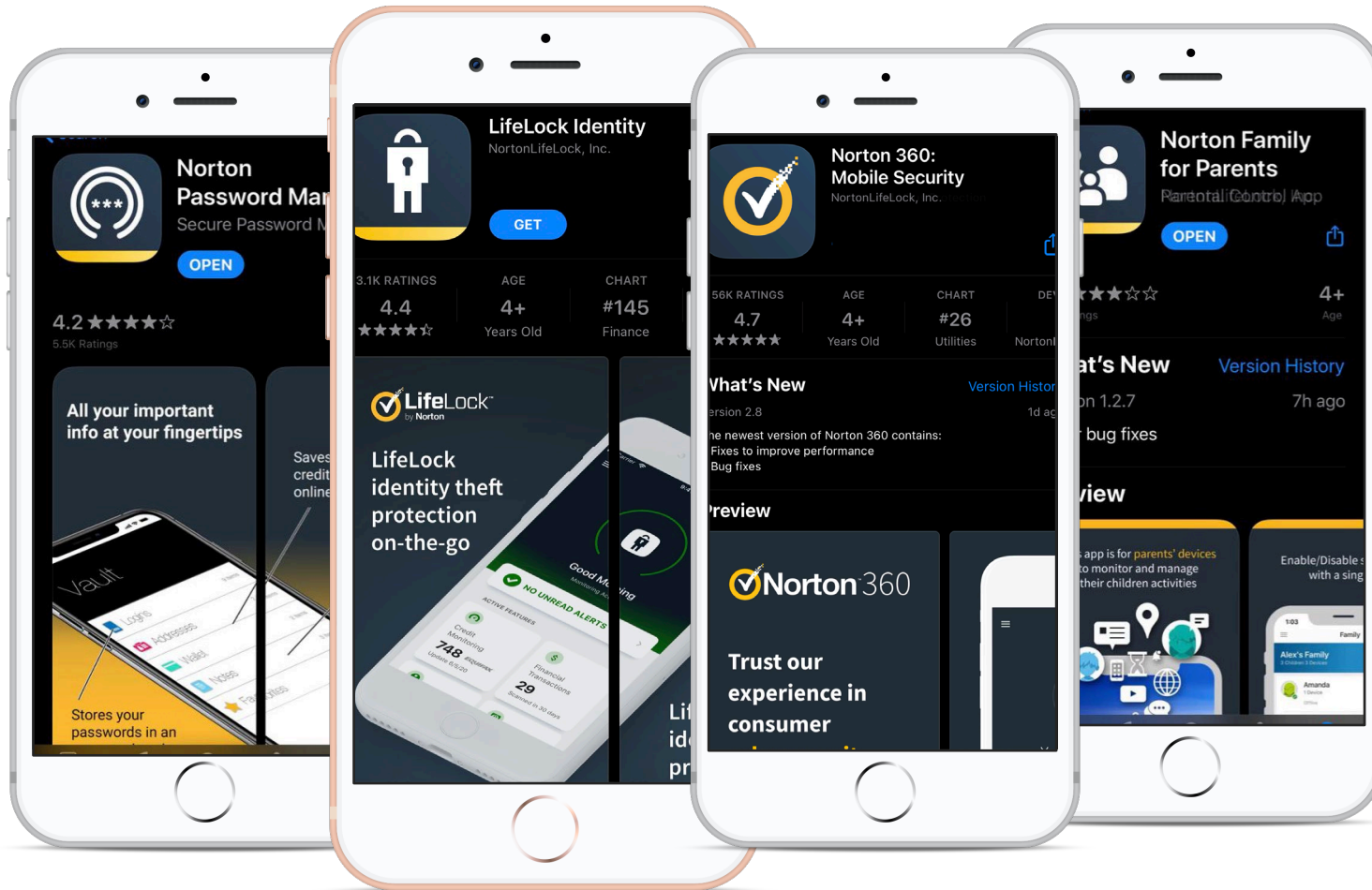
Your personalized dashboard gives you access to all of your membership features for both Norton and LifeLock.



ACCESS ONLINE SUPPORT

Get help online via chat, review how-to tutorials, and browse online FAQs.

TAKE FULL ADVANTAGE OF NEW FEATURES WHEN YOU
DOWNLOAD NEW MOBILE APPS



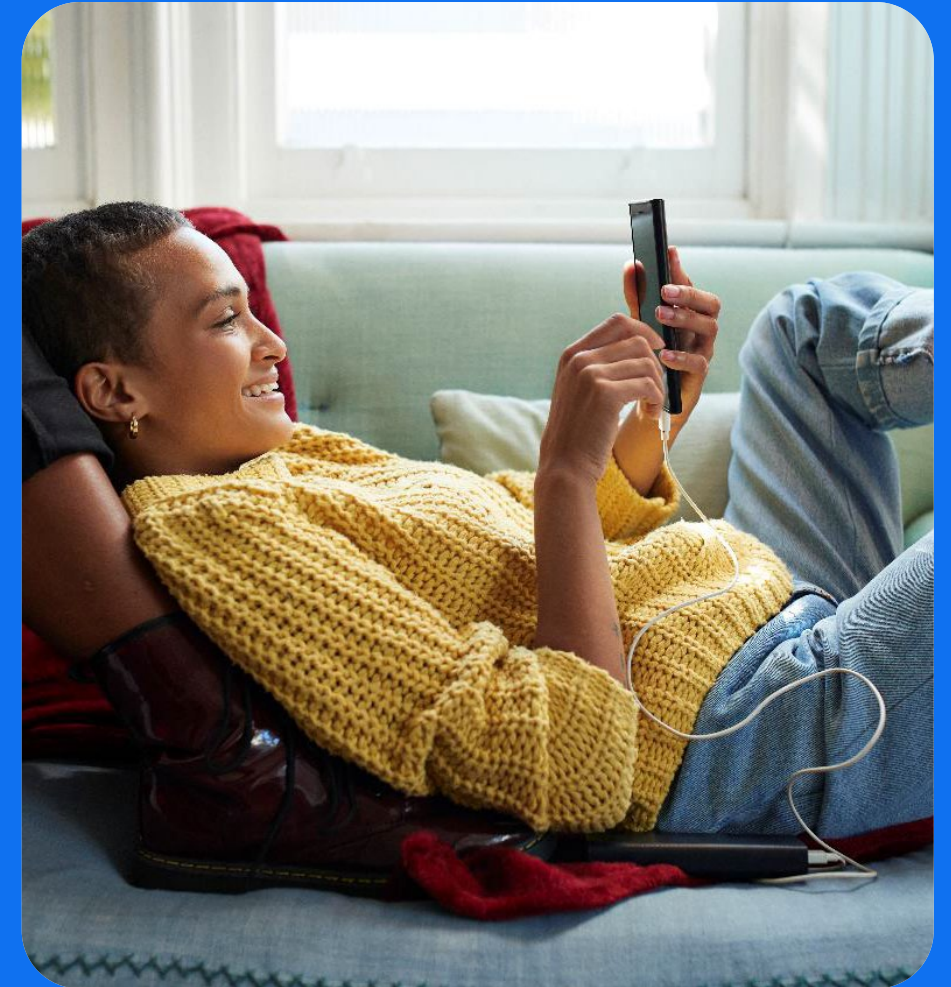
SECURE CLOUD BACKUP

Automatically backs up your photos, financial files and other important documents of your choice on your Windows PC.



Questions

Call Member Service 800-607-9174
Dedicated EB agents between 8am-6pm CT
Urgent After-Hours Support
800 543-3562



Common Questions

- **If I'm transitioning from a retail plan direct with NortonLifeLock and 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.
- **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.
- **What if I'm already a LifeLock member?**
 - If you have a retail plan, you will need to call us at 800-607-9174 to cancel it before you can enroll successfully. We recommend calling during business hours (M-F, 8am-6pm).
- **What if I don't want to set up my account?**
 - That's fine! LifeLock will be monitoring your identity using the information from your enrollment (name, DOB, SSN, etc.) to notify you of accounts being opened in your name or information we see on the dark web. However, to activate credit services, set up device security, add additional information for LifeLock to monitor, or to update your contact preferences, you'll need to set up the account.
- **Can I set up my account now, before my benefit is effective?**
 - No. Doing so before you receive your Welcome email will result in an error message.
- **If I had a retail plan and enrolled in the benefit, do I need to set everything up again in my new account?**
 - No. Most of your information from your old account will transfer over. However, you will need to activate your credit services, and if you used transaction monitoring before, you will need to relink your financial accounts. You will see all your archived alerts in your new dashboard.
- **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 a missing phone number or dependent SSN, etc.). Then, once you confirm you're enrolled, visit www.Norton.com/EBsetup and follow the steps to set up your account.