



Your Employee Benefit Can Help Protect Your Identity & Devices

NortonLifeLock Product Features Guide

2020 Product Guide

Innovative NEW Features Being Added!

LifeLock
with Norton
**Benefit
Premier**



Home Title Monitoring

Your home is likely your biggest asset, but how often do you monitor the title to your home? Someone could take out a loan and lien against your home* without your knowledge. We will monitor and notify you if we detect changes made at the county recorder's office** related to your home's title so you can take necessary action to protect your home.



LifeLock Skill for Amazon Alexa[§]

Now you can ask questions and get information about your LifeLock membership through your Amazon Echo (or any Alexa-enabled device).



Credit, Bank & Utility Account Freezes[§]

Criminals can steal your identity to open credit cards, bank accounts or utilities in your name. We provide easy instructions and quick access so you can freeze credit, bank and utility files with each consumer reporting company to help protect against criminals using your information to open new accounts or take out loans in your name.



Mobile App (Android™ & iOS)[§]

Downloading the app does not provide protection.

With the mobile app, you will be able to receive alerts† via push notification and respond to them right away. If you tell us any activity looks suspicious, our LifeLock Identity Protection Agents will be able to help you.



USPS Address Change Verification

Identity thieves try to divert mail to get important financial information. LifeLock lets you know of address change requests at the U.S. Postal Service linked to your identity.



No one can prevent all identity theft or all cybercrime.

† 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.

* Home Title Monitoring feature includes your home, second home, rental home, or other properties where you have an ownership interest.

** In your state, the office that maintains real estate records could be known as a county recorder, registrar of deeds, clerk of the court, or some other government agency.

§ These features are not enabled upon enrollment. Member must take action to get their protection.

LifeLock™ Identity Theft Protection Features



LifeLock Identity Alert™ System †

It's the foundation for all LifeLock services. We monitor for fraudulent use of your Social Security number, name, address, or date of birth in applications for credit and services. The patented system sends alerts by text, phone^{††}, email, or mobile app.

- **Payday Online Lending** detects if someone attempts to obtain an online payday loan using your identity
- **Telecom & Cable Applications** for new service
- **Credit Alerts / Social Security Number Alerts**[†] include credit card and auto loan applications
- **Identity Verification Monitoring**^{† §} Banks and other companies may attempt to verify your identity when you open a new credit card account, get a car loan, or even when logging into your banking account online. This is done by asking you questions only you should be able to answer, like the name of your best friend or by texting you a one-time usage code. But what happens if a cybercriminal is attempting to impersonate you to open new accounts? We monitor our network and alert you if we detect a bank, utility or other company attempting to verify your identity so you can take action to help protect your identity, if this was not initiated by you.



Dark Web Monitoring[§]

Identity thieves can buy or sell your personal information on hard-to-find dark web sites and forums. LifeLock patrols the dark web and notifies you if we find your information.

- **Dark Web Monitoring – Password Combo List**[§] Provides notifications when we find your username/email and password paired together on the dark web so you can take action to protect your information.
- **Dark Web Monitoring – Gamer Tags**[§] Notifies you if gamer tags are found on the dark web (up to 10). Member may add gamer tags within your member portal.



Sex Offender Registry Reports

Receive notifications if your name and personal information appear in a sex offender registry.



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†† Phone alerts made during normal local business hours.

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LifeLock™ Identity Theft Protection Features

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Credit Application Alerts^{2 §}

We monitor your credit file at a leading credit bureau and provide alerts for any new credit applications to help detect fraud

One-Bureau



Credit Monitoring^{1 §}

Credit Monitoring is one of the critically important dimensions to monitor to detect potential identity theft issues as changes are made to your credit file. As a LifeLock with Norton Benefit Plan member, we monitor key changes to your credit file at one or three of the leading credit bureaus, depending on your plan, and alert you to help detect fraud.

Three-Bureau



Annual Credit Reports & Credit Scores^{1 §}

Online access to your annual credit reports and credit scores from the three primary bureaus: Equifax, TransUnion and Experian. It's a convenient way to see details of your credit history over the past year.

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

On Demand
Three-Bureau¹

- **Identity Lock^{1 §}** Criminals can steal your identity to open credit cards, bank and utility accounts or even take out a loan in your name.

With a single click, Identity Lock lets you lock your TransUnion credit¹ file to help protect against identity thieves from opening accounts or taking out loans in your name. And you can unlock it whenever you need to open a new credit account.

Locking or unlocking your credit file does not affect your credit score and does not stop all companies and agencies from pulling your credit file. The credit lock on your TransUnion file will be unlocked if your subscription is downgraded or canceled.

- **Credit on-demand** Get your latest credit reports and credit scores¹ when you need them. If you select LifeLock with Norton Benefit Premier, you will have the benefit of Three-Bureau Annual Credit Reports and Credit Scores¹ and you'll be notified when your annual reports and scores are available for review.



Monthly Credit Score Tracking^{1 §}

This monthly one-bureau credit score tracker helps you identify important changes and see how your credit is trending over time.

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

One-Bureau

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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 LifeLock plan enrollment.

LifeLock™ Identity Theft Protection Features



Data Breach Notifications

How many organizations and companies store your information in their databases? Your information is virtually everywhere, from doctors, insurance companies, employers, even your favorite retailers. We let you know about large-scale breaches, so you can help protect your personal information.



Fictitious Identity Monitoring

Could someone use your Social Security number with someone else's name and address to commit identity theft? Yes, it's called synthetic identity theft. Criminals can use fake personal information connected to your identity to open accounts or commit fraud. We help protect your identity by scanning for names and addresses connected with your Social Security number.



Bank & Credit Card Activity Alerts^{†§}

Do your bank and credit card companies send you alerts to verify transactions? Centralize your banking alerts into one place with LifeLock Transaction Monitoring. Help protect your finances against fraud by monitoring existing accounts with alerts that notify you of cash withdrawals, balance transfers and large purchases.



- **Recurring Charge Alert^{†§}** We monitor your bank, savings and credit card transactions to help identify potential fraud. If a monthly recurring charge increases, we will alert you so you can take action if necessary.



Checking & Savings Account Application Alerts^{†§}

Continuously searches for your personal information in new bank account applications at national banks, local banks and credit unions from coast to coast.



Bank Account Takeover Alerts^{†§}

Smart identity thieves use their computers to take over accounts or add new account holders to existing accounts. LifeLock helps protect your finances by monitoring for these changes.



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LifeLock™ Identity Theft Protection Features



401k & Investment Account Activity Alerts^{† §}

How often do you check your 401(k) balance? How soon would you find out if money was stolen? Investment and retirement accounts are often the lifeline for financial growth. We help you protect your nest egg by alerting you to withdrawals and balance transfers.



File Sharing Network Searches

We monitor and notify you if we see your personal information on file-sharing networks intended for music or photos.



Prior Identity Theft Remediation[‡]

If you are a victim of a Prior Stolen Identity Event that involves the unauthorized use of your stolen Personally Identifiable Information for opening of new accounts with banks, merchants, public utilities and lenders, a LifeLock restoration specialist will review the case and determine what steps, if any, can be taken to remediate the issue.

This feature is separate from our Million Dollar Protection™ Package and does not provide coverage for lawyers and experts, reimbursement of stolen funds or compensation for personal expenses for events occurring during the 12 months prior to enrollment. See disclaimer for details.



Million Dollar Protection™ Package^{††}

If you became a victim of identity theft, who could help you with reimbursement for identity theft losses and expenses? LifeLock helps protect you with our Million Dollar Protection™ Package. You will be covered for personal expenses you incur and money stolen as a result of identity theft, and we will provide lawyers and experts, up to \$1 million, if needed to help resolve your case.

- **Up to \$1 Million for Stolen Funds Reimbursement**
- **Up to \$1 Million for Personal Expense Compensation**
- **Up to \$1 Million for Coverage for Lawyers and Experts**

Up to
\$1 Million
each

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^{†††} 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: [LifeLock.com/legal](https://www.lifelock.com/legal).

[§] These features are not enabled upon enrollment. Member must take action to get their protection.

[‡] Subject to eligibility requirements defined in Terms & Conditions at www.lifelock.com/legal/prior-id-theft-remediation. NortonLifeLock reserves the right to change and/or cease services at any time.

LifeLock™ Identity Theft Protection Features



U.S.-based Identity Restoration Specialists

If your identity is compromised, an Identity Restoration Specialist will personally handle your case and help restore your identity.



24/7 Live Member Support

We have live Identity Protection Agents available to answer your questions.



Stolen Wallet Protection

A stolen wallet could mean a stolen identity. Call us if your wallet is stolen and we'll help cancel or replace credit cards, driver's licenses, Social Security cards, insurance cards and more.



Reduced Pre-Approved Credit Card Offers

Pre-approved credit card offers can provide important information to identity thieves. LifeLock will request your name be removed from many pre-approved credit card mailing lists.



+ Norton™ Device Security Features



Secures PCs, Mac & mobile devices[§]

Multi-layered, advanced security helps protect devices against existing and emerging malware threats, including ransomware, and helps protect private and financial information when employees go online.



Up to 5 devices
(Family gets
10 devices)



Online Threat Protection[§]

Advanced security helps protect your private and financial information when you go online.



+ Norton™ Device Security Features



Parental Control^{4 §}

- Helps your kids explore the Web more safely by keeping you informed of which sites they are visiting, and helping block harmful or inappropriate sites
- Lets you create rules to restrict access to sites and create a whitelist of preferred sites *(only available for Windows, Android and iOS)*
- Helps your kids balance time spent online by letting you schedule screen-time limits for their device usage *(only available for Windows, Android and iOS – Daily time limit functionality is not supported on iOS, but time curfew functionality is supported)*
- Provides insights into the search terms and videos that interest your kids and flags unsafe behavior, so you can discuss it with them *(only available for Windows, Android and iOS)*
- Get detailed reports on what your kids are doing online, right in your Inbox or on the Parent Portal



Smart Firewall[§]

Helps protect your devices and the data they store from malicious attacks and intrusive eyes by monitoring and blocking suspicious network traffic.



Cloud Backup^{3 §}

Cloud storage to store and protect important files and documents on your Windows PC as a preventative measure to data loss due to hard drive failures, stolen devices and even ransomware.

50 GB



Password Manager[§]

Create, store, and manage your passwords, credit card information and other credentials online – safely and securely.



Online Privacy Features



Privacy Monitor™

Privacy Monitor helps reduce public exposure of your personal information. We scan common public people-search websites for your personal information and help you opt-out, giving you peace of mind and greater control over your online privacy.



SafeCam^{3§}

The webcam on your Windows PC is a great way to keep in touch with family, friends or business associates. But it can also be vulnerable to hacking. With SafeCam, you'll get notified when cybercriminals try to use your webcam, so we can help block them.



No one can prevent all identity theft or all cybercrime.
Not all products, services and features are available on all devices or operating systems. System requirement information on [Norton.com](#)
§ These features are not enabled upon enrollment. Member must take action to get their protection.
3-Norton Cloud Backup and Norton SafeCam features are only available on Windows.
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