



Partner with a Global Leader in Cyber Safety.

Data Breach Notification Services

Gen (NASDAQ: GEN) has one of the largest consumer cyber safety platforms in the world with an expanded base of 500 million users in 150 countries, due to a family of brands that include Norton, the #1 top-of-mind Cyber Safety brand globally, and LifeLock, the #1 most recognized brand in identity theft protection.¹

Our products and family of consumer brands (Norton, Avast, LifeLock, Avira, AVG, Reputation Defender, and CCleaner) provide all-in-one protection against existing and emerging threats. They help prevent, detect, and restore potential damages caused by many cyber criminals.

Our portfolio provides protection across three cyber safety categories, including security, identity protection, and online privacy. An advanced technology foundation combines software and service capabilities into a single, easy-to-use integrated platform.

The Cyber Risk Solutions team has more than 30 years of experience and manages over 1,800 data breach events per year.






Assisting Insurance Carriers and Law Firms

Norton's leadership in consumer cyber security extends to the needs of the business sector, which is the focus of Cyber Risk Solutions. An advanced infrastructure is in place to support corporate and legal needs for data breach notification, U.S. based call centers, and identity theft protection. The company's role at the forefront of consumer cybersecurity protection provides insurers and law firms with a powerful solution for breach response.

Existing relationships are in place with major industry sectors. This network of connections enables us to respond rapidly while benefitting from recognition and assistance among other industry participants.

Norton has a long history of innovation and investment in research and development to drive long-term success. Norton Labs, a global team of experts, leads the company's future technology and guides the consumer cybersecurity industry. As cyber threats evolve, the cyber team is focused on delivering a portfolio that protects each element of a customer's digital life.

Norton Cyber Risk Solutions Breach Response

 <p>ID Theft Protection</p>	 <p>Device Protection</p>	 <p>Call Center Services</p>	 <p>Data Breach Notification</p>	 <p>Alert Trends & Utilization Reports</p>
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No one can prevent all cybercrime or identity theft.
¹ Based on an annual online consumer survey (n=1205) conducted for LifeLock (or NortonLifeLock) by MSI International, October 2021.

Cybersecurity Service Areas

Cyber Safety Solutions for Breach Response

Norton provides a comprehensive breach response product combined with notification services that enable cybersecurity insurance carriers, insureds, and law firms to move forward in compliance with regulatory requirements.

Data Breach Notifications and Reporting

Norton acts quickly to notify affected individuals within 72 hours¹ by using a technologically advanced platform in the cybersecurity industry.

Sophisticated direct mail facilities provide USPS address verification services to confirm the current address(es) of the affected data breach population prior to mailing. All notifications ship as directed from centralized mailhouses that sort large mailing volumes for increased deliverability and cost efficiency. Advanced reporting provides a digital means for managing returned mail.

Turnkey and customizable websites are available as an additional notification channel for the affected data breach population.

Breach communications, timely updates, and highly detailed performance monitoring are all managed by the data breach responders. Alert trends and history reports detail the types of alerts received by the breached population.

Call Center Services

Over 1,500 U.S.-based Member Service & Support call center agents are available 24/7. The team includes 60 U.S.-based Identity Restoration Specialists dedicated to resolving consumer data security cases when identify theft occurs.

When financial or utility accounts are at risk, Member Service agents provide instructions on how to freeze credit, bank, and utility files with each agency.

¹ After receipt of final deliverables such as Breach Notification Letter content and FAQs for Call Center.

Identity Theft Protection

Norton partners with insurers, law firms, and others to offer LifeLock Defender services to insureds, customers, and employees. LifeLock Defender was created for innovative monitoring technology and alert tools to help safeguard the credit, finances, and personal data of Members.

Proprietary technology monitors for fraud in the use of Social Security Numbers, names, addresses, and date of birth in applications for credit and services as well as activities related to crimes, housing, investments, retirement funds, healthcare benefits, changes to utilities bills, and more.

When a potential data threat is detected, a patented alert system triggers a message that is sent by text, phone, email, or mobile app. Multiple levels of identity theft services are available. All include access to a dedicated, U.S.-based Identity Restoration Specialist to personally manage a case.

Device Protection

Numerous service options are available to protect personal devices as well as private and financial information when a user is accessing the internet, gaming, or content streaming. The Member is defended against viruses, spyware, malware, ransomware, phishing, trojan horses, and other online threats while ensuring emails and links come from trusted sources.

These offerings monitor and block unauthorized traffic from the internet to smartphones, PCs, Macs, tablets, and other devices to help protect private and sensitive information when customers are online.

For mobile devices, Norton 360 for Mobile alerts Members of risky apps, safeguards against fraudulent and malicious websites, identifies Wi-Fi networks that are under attack, enables stolen device recovery, and blocks unwanted spam and potential fraud calls.

Restoration

Norton has a well-defined process to assist corporations, consumers, insurers, and law firms respond to a cyber event. Identity Restoration Specialists work directly with customers when needed to help restore their identities.

Steps may vary per restoration case:

1. File a Request for a 1-Year or 7-Year Fraud Alert

A fraud alert can be placed on a credit file when a Member believes their information has been exposed.

2. Spyware and Virus Removal

Our Restoration Specialist connects Members to the Spyware and Virus Removal team for a scan of their devices to help detect malware or spyware on the Member's device that may have contributed to the identity theft.

3. Member Signs Limited Power of Attorney

The LPOA is the Member's authorization for the Restoration Specialist to speak on their behalf – this is what allows a Restoration Specialist to work a case. This is one of the documents in our Claims Kit, which is a packet we send to a Member whenever they request Restoration assistance for an eligible Stolen Identity Event.

4. Order Credit Reports

We order our Member's credit reports at the beginning of a Restoration case for their review to determine if there are other identity theft events that may currently require attention. We also handle disputing incorrect information on the Member's reports with the bureaus on their behalf, such as the fraudulent account, incorrect balances due to existing account compromises, fraudulent inquiries that may be hurting their credit score, and incorrect personal information such as names and addresses.

5. Collect Documentation

In addition to the Limited Power of Attorney, we collect other documentation in our claims kit. We request the following: Limited Power of Attorney (to be provided with our claims kit), FTC Victim's Complaint & Affidavit (to be provided with our claims kit), Police Report (if filed), Proof of address (at the time the identity theft occurred), Copy of government-issued ID (Driver's License, etc.), Proof of SSN (copy of Social Security card, W-2, old-style Medicare card, etc.), Copy of completed and signed Acknowledgment of

Claim Form (to be provided with our claims kit), Supporting Documentation (other documents or correspondence related to the identity theft).

6. Claim Is Filed

Our Members are provided with a claim form to access restoration benefits when they report an eligible Stolen Identity Event. A Third-Party Administrator opens a claim, which remains open until the Restoration case is closed.

7. Retain Lawyers and Experts, if needed

When other options for disputing a fraud have been exhausted, we may retain the necessary third parties on behalf of our Members. This white-glove concierge service sets Norton apart from our competitors; our Members can rely on Norton to drive a restoration case from intake to resolution.

8. Provide Case Status Updates to Member

At least every 30 days, our Restoration Specialist provides the Member an update on the status of their case. If requested by the Member, more frequent updates can be provided.

9. Ensure Resolution of Claim with Merchants

Our Restoration Specialists work directly with the merchants involved by using the LPOA. They advocate on the Member's behalf and work to ensure the merchant has everything they need to investigate the fraud claim.

10. Document Incident and Resolution in Case of Future Events

Our agents will document all incidents and resolutions for the Member.

11. Verify Closure and Educate on Protection

Our agents follow up on cases until confirmation from the merchant that the fraud claim has been resolved in the Member's favor. We request written confirmation or a release letter to be sent to the Member.

12. Order a New Set of Credit Reports 90 Days After Closure and Follow Up with Member to Confirm Resolution of Incident

We remind our Members to stay vigilant and review them to make sure no fraudulent activity or other information is still showing on the report.

LifeLock Identity Alert System¹

Patented analytics, proven expertise, and in-depth insight into consumer behavior help to protect Members' identities. The company's industry-leading abilities set it apart from those who only provide credit monitoring:

- Partnering with businesses to help stop fraud attempts
- Conducting in-depth, data-based reviews of new applications.
- Sending new account opening alerts to Members.

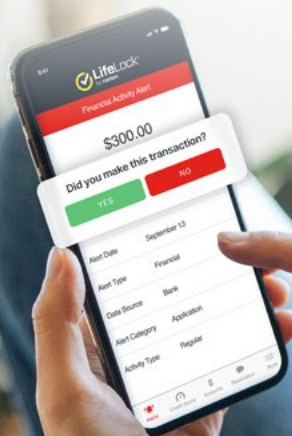
The LifeLock Primary Identity Alert System sends an alert if a Member's personal information is detected within the network, including potentially unauthorized use of personally identifiable information in applications for credit or services.

If a Member becomes a victim of identity theft, the U.S.-based Identity Restoration Team will work to resolve the issues as quickly as possible.

Online Privacy

As people exchange more sensitive information through digital channels, such as personal healthcare information to enable telehealth or financial information for personal accounting, having a virtual private network (VPN) has become even more crucial. Norton Secure VPN enhances security and online privacy by providing an encrypted data tunnel. This allows customers to securely transmit and access private information—such as passwords, bank details and credit card numbers—when using public Wi-Fi on PCs, Macs and mobile iOS and Android devices.

Related online privacy services include Privacy Monitor Assistant, AntiTrack to protect browser usage data, and Online Reputation Management.



¹ The LifeLock alert network includes a variety of product features and data sources. Although it is very extensive, it does not cover all transactions at all businesses, so you might not receive a LifeLock alert in every single case.

Cyber Risk Solutions Business Development Team



Jeanette E. Haggas
Director, Cyber Risk Solutions

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Jeanette provides the strategic vision and management for this globally recognized organization, which helps partners plan for and respond to data breach events.

She has more than 10 years of experience supporting Fortune 500 cybersecurity partners and service providers in the integration and delivery of anti-malware detection and protection technologies, both in B2B and B2B2C models. Her strengths are in streamlining complex business models and thoughtful operations management for the entire partner and end-customer lifecycle.

Prior to joining Norton, Jeanette developed strategic OEM-technology licensing partnerships for both Avira, Inc. and F-Secure, Inc. She began her career as a trial attorney in California, representing individuals and businesses in various business and personal tort cases for more than eight years.

She earned a J.D. from Golden Gate University School of Law in 2006 and a B.S. in Psychology and Business from the University of Oregon in 2000. She also holds certificates in Negotiation Mastery from Harvard Business School (2018) and Customer Segmentation & Prospecting from Northwestern University - Kellogg School of Management (2020).



Tony Williams
Cyber Risk Solutions Executive

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Tony is a cyber risk solutions executive for the Breach Response unit. He has more than 20 years of experience consulting with business leaders in the public and private sectors and providing world class cybersecurity solutions. He has deep knowledge and experience with cybersecurity risks, threats, and policy management with a focus on Identity and Access Management.

His previous work with business leaders has helped them to balance business risks with business value to make informed risk-based decisions. As a Cyber Risk Solutions Executive, he exhibits the same high level of commitment and experience to Norton's industry leading incident response practice.

He holds a B.A. in Political Science and Government from Fordham University.

Cyber Risk Solutions Business Development Team



Trent Lyght
Breach Response Executive

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Trent is responsible for securing new business and driving profitable growth by establishing new channel partners for Norton's Cyber Risk Solutions and Identity Theft Protection Services to the leading cyber liability insurance carriers, data breach attorneys and forensic firms across the U.S. Prior to joining Norton, Trent was a director with Concierge Cyber, an award-winning cyber incident response service for U.S. based and international clients.

Trent has over 20 years of risk management experience in the property and casualty (P&C) insurance industry. He developed and executed comprehensive marketing and distribution strategies for both construction insurance brokers and carriers to achieve new business goals and objectives, including Arch, AXA/XL, Chubb, Liberty Mutual, Old Republic Contractors Insurance Group, and Starr Indemnity.

He holds an MBA in Management from Xavier University and a B.S. in Computer Information Systems from Arizona State University.



Brittney Perry
Business Development Executive

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Brittney focuses on building lasting partnerships with law firms and cyber insurance companies, among other industries. She has 10 years of sales leadership and client relationship management experience in the insurance and cybersecurity space. She brings a wealth of knowledge related to employee benefits, identity theft, and fraud resolution.

She holds a B.S. in Marketing from Ball State University in Muncie, IN (2013).



Jacob Leidall
Cyber Risk Solutions Executive

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Jacob helps businesses of all sizes and sectors through breach response planning and delivery, including notification, call center, and identity theft protection services. He has more than 14 years of experience combining operational management and business development expertise to maintain cost control levels while providing exceptional service in competitive business markets.

He holds a B.A. in Business, Management, Marketing, and Related Support Services from Concordia University-Portland (2003).

Cyber Risk Solutions Business Development Team



Patrick Schwind

Vice President, Global Consumer Support

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Patrick leads the global customer experience and support at Gen, the parent company of Norton. He has spent over 25 years in the consumer space creating the best possible experience for his users. At Gen, his team has global listening posts on their multi-million subscriber base. The corporate vision is to protect and empower people to live their digital lives safely. Patrick's job is to turn that vision into a world-class customer experience. Over his tenure, his team has won several awards for innovation and customer experience. He and his team have also created new government and merchant processes in cybersecurity.

Patrick earned a B.B.A. from the Haworth College of Business at Western Michigan University (1994) and holds a Certificate in Authentic Leadership Development from the Harvard Business School Executive Education program (2016).



Curtis Cresta

Vice President, Sales for Strategic Partners

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Curtis heads up the Gen Strategic Partner channels, including B2B2C, OEM, XSP, Technology Licensing, Cyber Risk Solutions, Affinity, and Strategic Accounts. He has more than 20 years of sales and business leadership experience in the field of cybersecurity.

Earlier in his career, Curtis spent almost 12 years as CEO of the North American subsidiary of F-Secure, Inc., an international company based in Helsinki. He also served for seven years as the CEO and founder of Intrepid7, a Silicon Valley consulting firm providing corporate development, general management and interim services to international and domestic technology companies.

Curtis earned a B.S. in Business Administration with a concentration in Marketing from Worcester State University. He has taken courses in Business Statistics (2020) and Negotiations Strategy (2019) from Harvard Business School Online. He completed an Executive Program in EPGC (2005) from the Stanford University Graduate School of Business and holds a Global Leadership Certificate in International Management from The Thunderbird School of Global Management (2006).

Business Operations at Norton

Merger with Avast

NortonLifeLock Inc. and Avast completed their planned merger on November 7, 2022. The newly merged company is renamed as Gen Digital Inc. Gen™ unites trusted names in Cyber Safety – Norton, Avast, LifeLock, Avira, AVG, CCleaner and ReputationDefender – with a single purpose to power Digital Freedom for people everywhere.

Diversity, Equity, & Inclusion (DE&I)

A Human Capital Management mission within Gen is to increase the firm's global representation of underrepresented groups at all levels (diversity), where everyone has an opportunity for development and advancement (equity), and is able to bring their whole selves to work and feel valued every day (inclusion). This mission is built upon four foundational pillars:

- Measurement and accountability
- Fostering an inclusive environment
- Diversifying the workforce
- Employee development and retention

The company is also focused on bringing more women and under-represented groups into cybersecurity and tech. This is done by investing in nonprofit organizations, such as a three-year commitment to the Reboot Representation tech coalition, which is focused on doubling the number of Black, Latina, and Native American women graduating with computing degrees by 2025.

Information Security & Risk Oversight

A comprehensive technology and cybersecurity program is in place, including security monitoring for internal and external threats to ensure the confidentiality and integrity of information assets. The Board of Directors recently established a Technology and Cybersecurity Committee with direct oversight of the company's: (1) technology strategy, initiatives, and investments; and (2) key cybersecurity information technology risks against both internal and external threats. Insurance is in place to protect against the potential losses arising from a cybersecurity incident.

Code of Conduct & Code of Ethics

A Code of Conduct and Financial Code of Ethics applies to Gen Board Members, officers, and employees. Details are posted on the Corporate Governance section of the firm's Investor Relations website located at:

<https://investor.gendigital.com/overview/default.aspx>

Employee Volunteering & Giving

In fiscal 2021, Gen launched a virtual volunteer program with team building opportunities and joint events with the firm's Diversity and Inclusion Communities. Employees receive paid time off to volunteer, have access to an employee matching gift program, and can apply for dollars-for-doers grants designed to encourage volunteer service. The employee participation rate was 41% in fiscal 2022.

Environmental, Social, & Governance (ESG)

Gen's commitment to ESG is a critical anchor of the company's mission and operating philosophy. Setting strategic, achievable, and business-aligned ESG objectives help to guide the firm's work and improves corporate performance.

The company's ESG focus is on the unique positive social and environmental impacts that our business model can have on the world. In this regard, a new environmental strategy addressing climate and energy, sustainable products, the corporate supply chain, as well as engagement with employees and nonprofit partners was recently launched.

Contact Information

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