



NortonLifeLock, More Than Identity Theft Protection

**Identity theft can be a type of cybercrime,
but not all cybercrime is identity theft.**



Don't leave your employees without comprehensive Cyber Safety protection.

In today's connected world, employees' digital lives are limitless. That's why NortonLifeLock protects against identity theft, but also provides a variety of features to address the root of the problem which is often compromised devices, passwords, privacy, and security practices.



A VPN HELPS KEEP PRIVATE INFO SAFE WHEN USING PUBLIC WI-FI

Employees want to protect their personal information when connecting to public Wi-Fi. As they bank, shop, and post online, Norton Secure VPN helps protect not only their internet connection but helps prevent companies from tracking your online activities or location. Our bank-grade Wi-Fi security encryption means they can use their Mac, PC or mobile device for secure browsing on unsecured networks.

LIFELOCK WITH NORTON BENEFIT PLANS INCLUDE NORTON SECURE VPN. (available in 2021)



SOCIAL MEDIA MONITORING* HELPS EMPLOYEES KEEP THEIR SOCIAL MEDIA ACCOUNTS SAFER

We monitor the social media accounts that the employee has linked, and notify them if their account may be compromised or if we find potentially risky links. We'll also help employees protect their children against cyber bullying on their social media feeds, and provide notifications of posts that may be sexually explicit, drug-related, violent, or hate speech.**

LIFELOCK WITH NORTON BENEFIT PLANS INCLUDES SMM.**



DEVICES ARE A PART OF EVERY EMPLOYEE'S CONNECTED LIFE

Compromised devices are often the root of identity theft issues as spyware and viruses can allow thieves to harvest information straight from the source. And everyday activities like online shopping and banking can expose your information, making you vulnerable to cybercrime. Device security can scan and remove malware from phones, laptops, computers, and tablets.

LIFELOCK WITH NORTON BENEFIT PLANS INCLUDE DEVICE SECURITY.



PARENTS NEED TO TAKE AN ACTIVE ROLE IN HOW THEIR CHILDREN ENGAGE WITH THE DIGITAL WORLD

Parents can establish good habits and safer online practices for the next generation with features that help monitor their children's search terms and installed apps, and that can lock a device or provide a 30-day location history. Parental Controls features can even help kids avoid giving out personal information online, potentially stopping compromises before sensitive info gets into the wrong hands.

LIFELOCK WITH NORTON BENEFIT PLANS INCLUDE PARENTAL CONTROLS. †**

No one can prevent all identity theft or cybercrime.

* Does not include monitoring of chats or direct messages.

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

† Our service may not identify all cyber bullying, explicit content or hate speech.

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

† Not all features are available on all platforms. Norton Family Parental Control features are presently not supported on Mac OS.

Select a provider that stands out from the rest, in more ways than one.

NORTONLIFELOCK PROVIDES THE RESTORATION EMPLOYEES EXPECT.

If an identity theft issue arises, we make restoration simple: our Million Dollar Protection™ Package⁺⁺⁺ doesn't limit employees from filing more than one claim, doesn't have exclusions for not linking accounts for monitoring, and doesn't require the employee to retain their own lawyer. If an employee becomes a victim of identity theft, we'll be there with our Million Dollar Protection™ Package⁺⁺⁺ to reimburse stolen funds, compensate for any personal expenses incurred, and provide coverage for lawyers and experts, if needed, up to \$1 million.



WE HAVE NO LIMIT TO THE NUMBER OF CLAIMS AN EMPLOYEE CAN FILE IN A YEAR



WE RETAIN LAWYERS IF NEEDED WITH NO OUT OF POCKET EXPENSE FROM EMPLOYEES



WE WILL COMPENSATE YOU FOR PERSONAL EXPENSES INCURRED SUCH AS LOST INCOME, TRAVEL, CHILDCARE OR OTHER EXPENSES

NortonLifeLock has the ability to...

...SUPPORT A LARGE VOLUME OF MEMBER SERVICE REQUESTS DRIVEN BY DATA BREACHES.

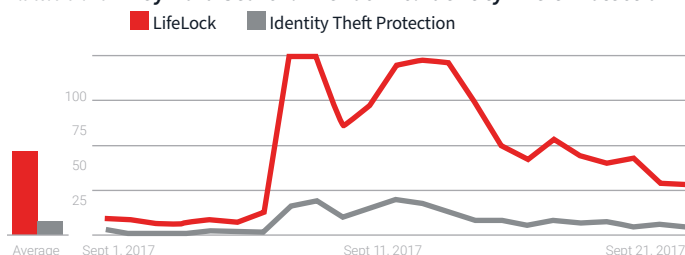
Data breaches can compromise and expose the personal information of large groups of individuals, like the 147 million affected by the 2017 Equifax breach. In the aftermath of the breach, more people searched on "LifeLock" than "identity theft."¹ because they know we're here to help. With over 1,000 Member Support agents and 90+ dedicated U.S.-based Identity Restoration Specialists, we have the scale and scope to remediate issues on behalf of our 5 million members, no matter the size of the event or the number of people affected.

...DETECT MORE THAN WHAT A CONSUMER CAN SEE BY JUST MONITORING THEIR OWN CREDIT.

With our patented alert technology, we have visibility into credit bureaus and also near real-time insight into applications for telecom and other new services, applications for mortgage, auto and payday loans, and other fraudulent activities. That's why out of 663K alerts⁺ sent in 2019, only 16K required further efforts from our Restoration Specialists to eliminate the account after it was created.

Sample group reporting showing member responses:

Interest over time **Keyword Search: LifeLock vs. Identity Theft Protection**

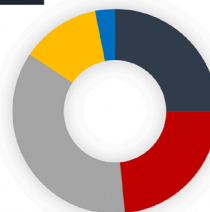


ABC Group Utilization Report

Report Period: 1/1/18 - 5/16/19

Notifications	Alerts	Responses	Me	Not Me
1791	565	303	239	64

New Account Alerts



- Loan New Application
- Credit Credit Check
- Credit New Application
- Utility/Other New Application
- Loan Transaction
- Bank Account Account Opened
- Bank Account New Application

Category	New Account Alerts	Alerts	Me	Not Me	% Not Me*
Loan	New Application	101	44	16	16%
Credit	Credit Check	116	44	15	13%
Credit	New Application	250	102	23	9%
Utility/Other	New Application	60	31	8	13%
Loan	Transaction	31	13	2	6%
Bank Account	Account Opened	6	4	0	0%
Bank Account	New Application	1	1	0	0%

No one can prevent all identity theft or all cybercrime

We do not monitor all transactions at all businesses.

¹ <https://www.thestreet.com/story/14300096/1/symantecs-lifelock-to-gain-from-equifax-breach.html>

⁺⁺⁺ 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.

Benefit Plans



	Benefit Essential	Benefit Premier
Home Title Monitoring		●
Social Media Monitoring (SMM)[*]	●	●
LifeLock Skill for Amazon Alexa^{**}	●	●
Credit, Bank & Utility Account Freezes^{**}	●	●
LifeLock Identity Alert™ System[†]	●	●
• Identity Verification Monitoring ^{†**}	●	●
• Telecom & Cable Applications for New Service	●	●
• Payday - Online Lending Alerts [†]	●	●
• Credit Alerts & Social Security Alerts [†]	●	●
Dark Web Monitoring^{**}	●	●
• Dark Web Monitoring – Gamer Tags ^{**}	●	●
• Dark Web Monitoring – Password Combo List ^{**}	●	●
Bank & Credit Card Activity Alerts^{**}	●	●
• Recurring Charge Alert ^{‡§}	●	●
Checking & Savings Account Application Alerts^{**}		●
Bank Account Takeover Alerts^{**}		●
401k & Investment Account Activity Alerts^{**}	●	●
LifeLock Identity mobile app (Android™ & iOS)^{**} <small>Downloading the app does not provide protection until enrollment has been completed.</small>	●	●
USPS Address Change Verification	●	●
Stolen Wallet Protection	●	●
Reduced Pre-Approved Credit Card Offers	●	●
Fictitious Identity Monitoring	●	●
Data Breach Notifications	●	●
File Sharing Network Searches	●	●
Sex Offender Registry Reports	●	●
Prior Identity Theft Remediation[‡] <small>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.</small>	●	●
U.S.-based Identity Restoration Specialists	●	●
24/7 Live Member Support	●	●
Million Dollar Protection™ Package^{†††}		
• Stolen Funds Reimbursement	Up to \$1 Million each	Up to \$1 Million each
• Personal Expense Compensation		
• Coverage for Lawyers and Experts		
Credit Application Alerts^{**}	One-Bureau ¹	One-Bureau ¹
Credit Monitoring^{1**}	One-Bureau ¹	Three-Bureau ¹
Annual Credit Reports & Credit Scores^{1**} <small>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.</small>		On Demand – Three-Bureau¹
• Identity Lock ^{1, 5}	●	●
Monthly Credit Score Tracking^{1**} <small>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.</small>		One-Bureau ¹
Secures PCs, Mac & mobile devices^{**}	Up to 3 devices (Family gets 6 devices)	Up to 5 devices (Family gets 10 devices)
Online Threat Protection^{**}	●	●
Password Manager^{**}	●	●
Parental Control^{4**}	●	●
Smart Firewall^{**}	●	●
Cloud Backup^{3**}	10 GB	50 GB
Secure VPN^{**} (available in 2021)	●	●
Privacy Monitor	●	●
SafeCam^{3**}	●	●

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.

³ Norton Cloud Backup and Norton SafeCam features are only available on Windows.

⁴ Norton Parental Control features are not supported on Mac.

⁵ 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 cancelled.

[†] 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.

^{†††} 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://lifelock.com/legal).

^{††} Does not include monitoring of chats or direct messages.

^{**} These features are not enabled upon enrollment. Member must take action to activate this protection.

[‡] Subject to eligibility requirements defined in [Terms & Conditions](#). NortonLifeLock reserves the right to change and/or cease services at any time.

Not all products, services and features are available on all devices or operating systems. System requirement information on Norton.com.

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