



How to Send Documents to LifeLock

Documents can be submitted by:

FAX

Make photocopies of the documents and fax to 888-244-9823
(Attn: Document Dept.)

When faxing information, be sure to include cover letter with:

1. Name
2. Phone Number
3. Attn: Document Department

MAIL

Make photocopies of the documents and mail to:

LifeLock, Inc.
Attn: Document Department
60 E. Rio Salado Pkwy, Suite 400
Tempe, AZ 85281

For either mail or fax, advise the member:

- Send a photocopy or scanned version of the documents.
DO NOT SEND THE ORIGINALS.
- Do not write on the original documents or photocopies.
- Make sure ALL photocopies/scans are clear and legible.

Suggestion: Enlarge settings 200% and set copier 2-3 settings lighter.

What to Send – General Requirements

DOCUMENT #1 MUST CONTAIN NAME AND SSN.

EXAMPLES:

- SSN card (Name and SSN should be easy to read)
- W-2 and pay stub (Account numbers and amounts/balances can be scribbled out).
- Pay stub must contain Full SSN. If they only contain the last 4 digits, they will be unacceptable.

Bigger is always better than smaller – A SSN card will have to be enlarged and lightened.

DOCUMENT #2 MUST CONTAIN NAME AND CURRENT ADDRESS

EXAMPLES:

- Driver's licenses with current address
- Utility bills
- Insurance/bank statements. (Account numbers and amounts/balances can be scribbled out)

Any overlap of information is perfectly acceptable.

For example, if a pay stub is submitted that contains the name, address and SSN, this is fine, but it is still necessary to provide a second document.