

## WHAT TO EXPECT AS A LIFELOCK™ MEMBER.

Learn how to get the most  
from your ID theft protection.

### THE LIFELOCK MEMBER COMMUNICATION EXPERIENCE

Signing up for LifeLock service is an important step in helping to protect your identity. From the moment you become a member, you will receive communications about your membership, keeping you up to date on important information about your identity.



A welcome email that explains how LifeLock protection works to help safeguard your identity.



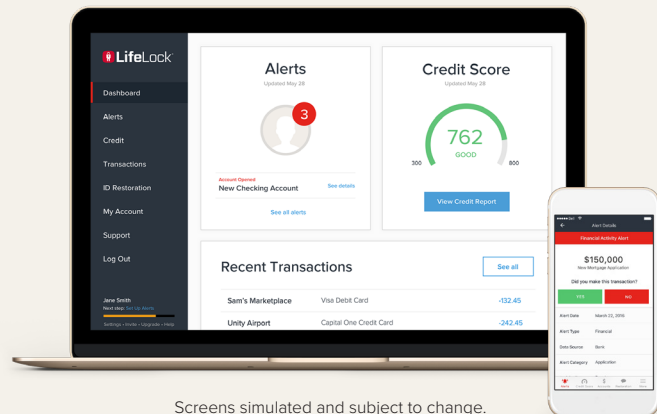
An email that contains your temporary username and password, along with instructions on how to log in to your member portal.

### DISCOVER EVERYTHING YOUR MEMBERSHIP OFFERS

Your online member portal provides access to your LifeLock account profile and alerts.\*

Access your member portal at LifeLock.com to:

- ✓ VIEW YOUR ACCOUNT
- ✓ READ ALERTS†
- ✓ UPDATE PERSONAL INFORMATION
- ✓ MANAGE ACCOUNT PREFERENCES
- ✓ REQUEST ASSISTANCE
- ✓ SIGN UP FOR LOST WALLET PROTECTION



Screens simulated and subject to change.  
VantageScore3.0 based on Equifax data.

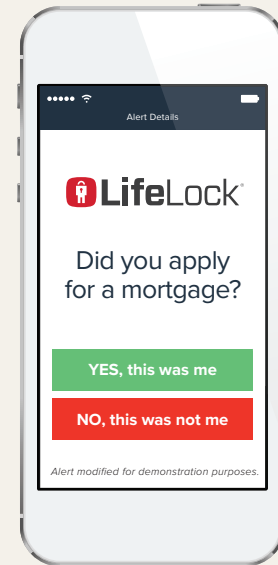
\* No one can prevent all identity theft.  
LifeLock does not monitor all transactions at all businesses.

## RESPONDING TO AN IDENTITY ALERT<sup>†</sup>

As a member, you get alerts<sup>†</sup> via phone<sup>††</sup>, email or text to notify you of suspicious activity. If you become a victim of identity theft, a LifeLock U.S.-based Identity Restoration Specialist will help resolve it. If you're a victim of identity theft, LifeLock helps protect you with our Million Dollar Protection™ Package. This includes reimbursement for stolen funds and coverage for personal expenses—each with limits up to \$1 million—and coverage for lawyers and experts if needed, to help resolve your case.<sup>†††</sup>

### IDENTITY ALERT<sup>†</sup> EXAMPLE

You can review your alerts through your member portal message center. To view the details regarding any of the alerts<sup>†</sup> you have received, simply click on that specific notification and respond to the alert<sup>†</sup> by answering “Yes, this was me!” or “No, this was not me!”



When a potential threat is detected, LifeLock notifies members by phone<sup>†</sup>, text or email.

# Credit Reports and Scores

## LIFELock™ BENEFIT ELITE MEMBERS

With LifeLock Benefit Elite service you receive online access to an annual credit report and score. This allows you to see the details of your credit activity from the past year. The Annual One-Bureau Credit Report and Score<sup>1</sup> is available to members who provide a valid email address. 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.

## MEMBER SERVICES

If you ever need assistance or have an identity related question, a LifeLock Identity Protection Agent is available to help you. Just call us at:

877-349-2966



<sup>1</sup> No one can prevent all identity theft.

<sup>†</sup> If your LifeLock 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 LifeLock plan enrollment.

<sup>††</sup> LifeLock does not monitor all transactions at all businesses.

<sup>†††</sup> Phone alerts made during normal local business hours.

<sup>††††</sup> Reimbursement and Expense Compensation, each with limits of up to \$1 million for Benefit Elite. And up to \$1 million for coverage for lawyers and experts if needed. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal

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