

## Norton LifeLock Identity Protection

Each benefit eligible attorney and employee will be enrolled (for free) in Norton LifeLock Benefit Premier Identity Protection effective February 1, 2020 or their hire date (whichever is later). Coverage can be extended to family members by enrolling them on NGE's personalized site.

**Set up your account:** You will receive a welcome email to your @nge.com email address from Norton LifeLock within 24-48 hours of your enrollment in the program. This email will prompt you to verify your identity and then will ask you to create a Norton account.

**To access your account:** <https://my.norton.com>

**LifeLock Apps included in this protection:** [Norton LifeLock Apps](#)

**If you want to extend this coverage to your family:** Add dependents at: <http://ngelaw.excelsiorenroll.com>. Coverage will begin on the 1<sup>st</sup> of the month following dependent enrollment.

This document has step-by-step instructions on adding family coverage: [How to add dependents to your LifeLock plan.pdf](#). If you enroll by the last day of any month, coverage will begin on the first day of the next month. For example, if you enroll on or after 2/1/2020, coverage will begin on 3/1/2020.

Family coverage costs \$11.49 per month. Deductions will be taken on each paycheck.

You will need the following information to enroll all eligible dependents\*:

- Legal Name
- Date of Birth
- Social Security Number

*\*Enrollment is limited to employees and their eligible dependents. Eligible dependents must live within the employee's household, or be financially dependent on the employee.*

**If you are already an existing LifeLock member:** In order to transition from your individual policy to the Firm provided policy, please call LifeLock Member Services at 800-607-9147. Mention to the representative that you would like to cancel your retail plan in order to enroll through your Employer's benefit program. Within a few days following cancellation, your enrollment through the NGE plan will be activated.

**If you have additional questions:**

Pre-enrollment questions: 866-917-2555 or email [EB\\_Service@symantec.com](mailto:EB_Service@symantec.com)

Regarding identity alert you have received, contact LifeLock Member Services directly at 800-607-9174

### **What is Identity theft?**

Identity theft goes beyond credit fraud. With information like your social security number and date of birth, criminals can file tax returns, steal from investment accounts, or rack up medical bills. With nearly 1 in 4 people experiencing identity theft, it is crucial to protect yourself in this digital world. [Find out your identity theft risk at every stage of life](#)

**How LifeLock works:** [Data breached? Get LifeLock](#)

### **Resources:**

[1. LifeLock Benefits](#)

[2. LifeLock - Set up your account path](#)

[3. LifeLock Member Expectations Guide](#)

[4. LifeLock Frequently Asked Questions](#)

**Customer Service:** [800-607-9174](tel:800-607-9174)

Contact Support:

Get help [online](#), via [chat](#) or [call us](#) 24 hours a day, 7 days a week.