



# Norton & LifeLock FAQ

## How do I contact Customer Service?

If you have questions about your plan or account, contact Norton LifeLock's Member Services team at 800-607-9174. Agents are available Monday through Friday, from 9am – 7pm ET. If you need assistance outside of these hours, call the same number and either choose after hours support or leave a message for the dedicated benefit team.

## Where can I find more information about the Norton LifeLock plan?

For the most up-to-date information about what is included in the benefit plan's coverage and services, visit the [Norton LifeLock microsite](#).

## Who is eligible to enroll in the Norton LifeLock plan?

Norton LifeLock is available to all benefit-eligible colleagues. A US issued Social Security Number is required to enroll. If you enroll in family coverage, eligible family members include your spouse/partner, children for whom you are the legal guardian or parent regardless of age or whether they reside at your same address, parents, and/or in-laws.

## Can I enroll in the Norton LifeLock plan at any time?

You can enroll in this benefit during your initial benefits-eligible enrollment period, during annual enrollment or if you have a qualifying life change (like marriage, birth or adoption) during the year.

## What will I receive from Norton LifeLock upon enrollment?

Following your benefits effective date, you will receive a welcome communication from Norton LifeLock with information on how to create a personal login for the Norton member dashboard. After you complete the username and password setup, you will be able to login and follow guided steps to activate all of the plan's features. If your Norton plan includes family coverage, you will receive a separate email from Norton LifeLock with details on how to enroll them under your coverage from the member dashboard.

## **When can I expect my welcome communication?**

If you have a company email or preferred email on file with CVS Health, you will receive a welcome email from Norton LifeLock (no-reply@mail.norton.com) within a few days of your benefits effective date. If you do not have a company email or preferred email on file with CVS Health, you will receive a welcome letter to your home address on record. Please allow up to two weeks from your benefits effective date to receive your welcome letter.

## **What if I set up my account before my benefits effective date?**

Upon logging into my.norton.com you will be prompted to provide a product key or payment information because your benefit plan is not effective yet. If you created login credentials prior to receiving the welcome communication or went directly to Norton.com to create an account, you will need to go to [norton.com/ebsetup](https://norton.com/ebsetup) to establish your account correctly. At the Create Account prompt, select Sign In and use the email address and password you initially used when trying to set up your account. This will ensure the account you previously created is properly linked to your benefit plan.

## **What happens if I don't get my welcome communication?**

Please check with the CVS Health HR Service Center by calling 1-888-694-7287 to make sure there isn't an error you need to address. Once you have confirmed successful enrollment, you can follow the steps to set up your account at [norton.com/ebsetup](https://norton.com/ebsetup).

## **How can I enroll family members in the benefit?**

To enroll family members, you must elect the Colleague + Family coverage tier during your enrollment. Eligible family members include your spouse/partner, children for whom you are the legal guardian or parent regardless of age or whether they reside at your same address, parents, and/or in-laws.

Once your coverage is effective and you have registered on the Norton LifeLock member dashboard, you can add family members to your plan coverage. Log into the member dashboard and hover over My Account in the upper right corner — click on My Subscriptions and then Enroll Members. Required information to enroll a family member includes Legal Name, Date of Birth, and full Social Security Number. For adult members (18+) you will also need to enter their personal email.

## **What if I do not set up my account?**

Norton LifeLock will monitor your identity using the information from your enrollment (such as name, DOB, SSN) and notify you of accounts we detect being opened in your name or if we see your information on the dark web. However, to activate credit services, set up device security, add additional information for monitoring, or to update contact preferences, you will need to set up your account on the Norton LifeLock member dashboard.

## **If I have coverage through a Norton LifeLock retail plan, do I need to take action to stop my retail plan before my new benefits begin?**

Yes, just prior to your benefits effective date, contact Norton LifeLock member services at 800-607-9174 (Monday – Friday, 9am – 7pm ET) to cancel your existing plan and receive a prorated refund. You will also need to follow the instructions in your welcome communication to complete the registration of your new benefit account.

You can use the same username and password you established for your retail plan. On [norton.com/ebsetup](https://norton.com/ebsetup), click Sign In when you get to the prompt to create a username and password.

## **If I have coverage through another employer prior to enrolling in the benefit, do I need to take action?**

Yes, you must have the primary owner of the existing benefit plan remove you from coverage so that you can enroll in this benefit plan. Afterwards you will need to follow the instructions in your welcome communication to complete the registration of your new benefit account.

You can use the same username and password you established for the previous benefit plan. On [norton.com/ebsetup](https://norton.com/ebsetup), click on Sign In when you get to the prompt to create a username and password.

## **If one of my family members has coverage through another employer or retail plan, do I need to take action?**

Yes, you must have your family members cancel any existing Norton LifeLock benefit or retail coverages so that they can be enrolled in this benefit plan. To cancel retail coverage, the family member can contact Norton LifeLock at 800-607-9174 (Monday – Friday, 9am – 7pm ET).

## **If I have a retail plan directly with Norton LifeLock and am moving to the new benefit plan, do I need to set everything up again in my new account?**

Yes. Once your new benefit plan is effective, you will receive a welcome communication and will need to follow the verification/activation steps.

Upon account activation, most of your information from your old account will transfer over. However, you will need to reactivate credit services. And, if you previously used transaction monitoring, relink your financial accounts. You will see all your archived alerts in your new dashboard.

## **What should I do if I think I have been a victim of identity theft?**

Once your coverage is effective, contact the Norton member services team right away at 844-587-5644. Alternately, through the LifeLock Identity app, select ID Restoration and then ID Restoration Service to open a case.

## **If I leave the company, can I continue the plan?**

You have the ability to enroll in a Norton LifeLock retail plan at a discounted rate for the first year. To enroll, visit <https://us.norton.com/offers?promocode=wb3> and use the promo code “WB3” or call Norton LifeLock at 866-456-9316.