Norton LifeLock FAQ

How do I contact Customer Service?
If you have questions about your plan or account, you can 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 you call the same number and either choose after hours support or leave a message for the dedicated benefit team.

When can I expect my welcome email?
You will receive your Welcome email close to your effective date.

What if I set up my account before my benefit 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 email or went directly at Norton.com to create an account, please go to norton.com/ebsetup to establish your account correctly. When asked to "Create Account" you should instead select "Sign In" and use the email address and password you initially used when trying to set up your account. This will merge the account you started to create with your benefit plan.

What happens if I don't get my welcome email?
Check with your benefits team to make sure there isn't an error you need to address. Once you confirm you are successfully enrolled, follow the steps to set up your account at norton.com/ebsetup.

How do I enroll additional dependents outside of who my employer sends over?
You can enroll your additional dependents directly through you Norton LifeLock dashboard. Once you have registered your account, you hover My Account in the upper right and click on My Subscriptions. On this page you will see your enrolled dependents and may add more by choosing Enroll Members. You will need their personal information, including SSN, to complete their enrollment.

What if I do not set up my account?
Norton LifeLock will be monitoring your identity using the information from your enrollment (such as name, DOB, SSN) to notify you of accounts we detected being opened in your name or to let you know 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 your contact preferences, you will need to set up the account.

If I had a retail plan prior to enrolling in the benefit, do I need to take action to stop my old plan once my new plan begins?
Yes, please contact Norton LifeLock at 800-607-9174 (Monday – Friday, 9am – 7pm ET) to have your existing plan cancelled. You will also need to follow the link in your welcome email to complete the registration of your new benefit account. You can use the same username and password that was established for your retail plan, by clicking on "Sign In" once you get to the section asking you to create a username and password.



If I have a retail plan directly with Norton LifeLock and I am moving to the new benefit plan, will I still get a welcome email?
Yes, once your new benefit plan is active, you will still receive a welcome email and will need to follow the verification/activation steps.

If I had a retail plan prior to enrolling in the benefit, do I need to set everything up again in my new account?
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 used transaction monitoring previously, you will need to 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?
Please contact our member services team right away at 844-587-5644. Alternately, through the LifeLock Identity phone 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 do so you can follow the link below and use the promo code “WB3” or call Norton LifeLock at 866-456-9316.
https://us.norton.com/offers?promocode=wb3

No one can prevent all identity theft or cybercrime.
† We do not monitor all transactions at all businesses.
1 I f 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.