

WHAT TO EXPECT AS A LIFELOCK MEMBER

LEARN HOW TO GET THE MOST FROM YOUR MEMBERSHIP

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.



1. A welcome to LifeLock email that explains how LifeLock service works to protect you.
2. An email that contains your temporary username and password, along with instructions on how to log in to your secure member portal.
3. A welcome kit containing your membership ID card will arrive within 10 business days of your benefit effective date.

NOTE: If you do not receive communications from LifeLock within 10 business days of your effective date, please call LifeLock Member Services at 800-607-9174 to verify your contact information is correct.

Discover Everything Your Membership Offers†

Your online secure member portal provides 24/7 access to your LifeLock account profile and alerts.

Access your secure member portal at LifeLock.com to:

- View your account
- Read critical alerts
- Update personal information
- Manage account preferences
- Request assistance
- Sign up for lost wallet protection





Responding to an Identity Alert†

When an identity threat is detected, LifeLock notifies members by phone, text or email. If you receive an identity alert, please respond as quickly as possible. An alert could be triggered by your own activities or it could be a sign of identity theft.

1. Identity Alert Example

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

Alert Notification - Action Required

Message Center

Date	Description
Jul. 16, 2013	Address Change Notification
Jul. 8, 2013	Existing Account Update Alert
Jun. 29, 2013	Credit Check Alert
Jun. 29, 2013	Credit Check Alert

1. Understand the Alert

You are receiving this alert because LifeLock detected an application or request for a new payday loan, credit card or other account using some of your information.

2. Review the Information

Review the details of the alert carefully. Pay close attention to the loan amount, the loan status and the alerted account name. As you do, be ready to recall if you or a family member recently applied for or requested information about any new accounts or lines of credit.

3. Take Action

If you recognize the information appearing in the alert, please take a moment to click the green “Yes, This Was Me” button. If you do not recognize the information provided, please click the “No, This Was Not Me” button and complete the steps that follow.

During our monitoring of your identity information, LifeLock detected the following event:

Alert Date:	Mar. 19, 2013
Alert Type:	Credit Check
Alert Category:	Credit Loan
Company Name:	CREDITLOAN
Member Name:	Match
Social Security Number:	Match
Date of Birth:	Match

YES, THIS WAS ME! **NO, THIS WAS NOT ME!**

2. Monthly Security Update Example

LifeLock actively monitors for fraudulent activity associated with your identity. When no activity has been found during a specific month, LifeLock will send you an email to let you know that they continue to monitor your identity information around the clock.

LifeLock | Priority Access Line 1-800-607-9174 | Contact Us

Monthly Security Update
Good News! Your Identity is Secure.

Dear [Name],

During the past month, LifeLock actively monitored public databases, applications for credit, cell-phone, and bank accounts, Internet control activities, and your credit reports, and found no new fraudulent activity associated with your identity within the extensive LifeLock network. This means you are keeping the necessary steps to protect yourself (like safeguarding yourself with the most comprehensive protection available).

LifeLock remains vigilant in our effort to help protect you before identity theft occurs. We will continue to monitor your identity information around the clock and notify you should your advanced LifeLock Ultimate® service detect any suspicious activity.

Thank you for your continued membership.

Sincerely,
LifeLock Member Services

LifeLock ULTIMATE

To receive the fastest notification possible, please ensure your contact information is up to date:

- 1. Visit LifeLock.com
- 2. Click "Update" at the top of the screen and log in.
- 3. Select the "Manage Account" link at the top of the screen.

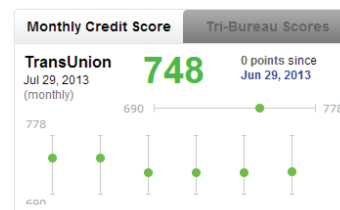
Award Winning Member Services

If you ever need assistance or have an identity related question, a LifeLock Member Service representative is available to help you 24 hours a day, 7 days a week, 365 days a year. Just call us at 1-800-607-9174 or contact us by email at Member.Services@LifeLock.com.



Credit Reports and Scores (LifeLock Ultimate Members)

With LifeLock Ultimate™ service you receive online access to annual credit reports and scores from all three primary credit bureaus - Equifax, TransUnion and Experian. This allows you to see the details of your credit activity from the past year. In addition, you'll have monthly access to a single-bureau credit score tracker to help you identify important changes and see how your credit score is trending over time.



Making Changes to Your Membership

Please contact your employer for changes to your membership that could affect your payroll deduction, such as adding or removing dependents, upgrading or downgrading your service level, or to terminate your membership. Changes to your personal information can be made quickly and easily by contacting LifeLock directly through your secure member portal or by calling 1-800-607-9174.

†Network does not cover all transactions and scope may vary.