

Life Lock

The College has approved a new voluntary benefit program from Norton LifeLock. Norton LifeLock is an industry leader in Identity and Device protection. We are happy to provide this program at discounted group rates.

Enrollment

STEP 1 - The enrollment portal can be accessed at: <https://members.excelsiorenroll.com/snc/>.

This URL has also been included in this [flyer](#). This flyer shows the 2 plans, level of coverage, and rates.

Please check out this [Video](#) to learn more about Identity Theft Protection.

STEP 2 - On the effective date (1st of the month after you sign up), those who enrolled will receive welcome emails. These welcome emails will direct you to verify your identity and set up a username and password to access your “**My Norton**” account. This is where you will download your Norton features, activate your credit features, and add additional personal information for monitoring – like banking accounts. Please check out this Video on setting up this step (but NOT until you get the email):

<https://www.lifelockbusinesssolutions.com/videos/how-to-get-started.html>

The [Plan Features Guide](#) breaks down all the benefits of this program.

Are you an Existing LifeLock Retail Member?

If you're an existing LifeLock member, they will be unable to automatically change your existing membership to the new LifeLock with Norton Benefit plan selected via the Employer Enrollment Portal linked above.

However, once you do the enrollment through the SNC portal, you should call LifeLock Member Services at 800-607-9174 close to the benefit effective date. Tell the representative that you would like to cancel your retail plan in order to enroll through the Employer's benefit program. Within a few days following cancellation, your enrollment through the SNC plan will be activated and you will receive a new welcome email for your LifeLock with Norton Benefit Plan.

Please note that information such as past alerts or additional information LifeLock is monitoring (such as credit card numbers) will be transferred over to the new account, with the exception of their "Transaction Monitoring" feature.

- **Member Services Line:** 800-607-9174, Dedicated Agents Available 8am-6pm CST

Portability

Yes, this is a portable benefit!! If you leave the College but would like to keep NortonLifeLock coverage, you can do so. They offer a discount off the retail rates.

Questions?

Please call the Member Services Line at 1-800-607-9174.

What if I don't sign up or forget to sign up?

Enrollment will be open throughout the year. After this open enrollment period the flyer and resource materials will be available on the Human Resources website. You will not need a qualifying life event to go on the plan or cancel. Membership and deductions are on a monthly basis.

Thanks,

Jesse Albers

Sr. Benefits and Safety Specialist