

What to Expect as a Member of LifeLock

Now that you've enrolled in LifeLock, their identity theft protection experts are already working to keep you safe. Here's what happens next:

➤ **If you supplied an email address during enrollment, you will receive a series of emails from LifeLock:**

1. A Welcome to LifeLock email that explains how LifeLock works to protect you.
2. An email that contains your temporary password and username, along with instructions on how to log into your secure online member portal, where you can manage your account, request assistance, and access other member-only benefits.
3. An email letting you know that you have been removed from pre-approved credit card opt-out listings. This removal will help cut down on unwanted mail.
4. An email letting you know that your credit reports have been ordered.

➤ **If you did not supply an email address during enrollment, you will receive all information by postal mail within 5-7 business days of your effective date.** Note: You will not receive information on how to access your online member portal. An email address is required to access this site.

Help is Just a Phone Call Away

Once your effective date has arrived, you can always contact LifeLock Member Services with questions or to update your account. *Prior to your effective date, LifeLock Member Services will only be able to answer questions about the LifeLock® service, not your specific account.* You can reach them 24/7/365 at **1-800-LifeLock (543-3562)** or **Member.Services@LifeLock.com**.

When you call a Member Services Representative, you will be asked questions relating to your account to verify your identity. These are basic questions like:

What is your date of birth?

What is the alert phone number on your account?

What are the last 4 digits of your Social Security number?

Help Us, Help You

Please make sure that the [@lifelock.com](mailto:life@lifelock.com) domain is added to your safe or "white" list for email. The most common cause of not receiving communications from LifeLock is that the email went to the spam folder.

If you have not received any communication from LifeLock once your effective date has arrived, please call 1-800-LifeLock (543-3562).



1-800-LifeLock LifeLock.com