

## **New Benefit at No Cost to You: LifeLock with Norton Benefit Premier**

As a former employee of the City of Lowell, your security is important to us! That is why we will be enrolling all retiree employees in LifeLock with Norton Benefit Premier at no cost, to help safeguard the identity, privacy and security of you and your family. Attached is a summary of the benefits included with this plan.

### **Your LifeLock benefit will be effective as of July 1, 2023.**

We will be providing all the data points necessary to start protecting your identity, including: Your Name, Date of Birth, Social Security Number, Address, Phone, and E-mail address<sup>1</sup>. *If for some reason you don't want to take advantage of this LifeLock with Norton Benefit Premier offering, please access*

<https://members.excelsiorenroll.com/lowellretirees/decline/> to opt out of this benefit by no later than Friday, June 30th. *If you decide after that date you would like to cancel, you may opt-out at any time.*

### **Help protect your family, too. Enroll them in coverage today!**

City of Lowell is also covering the cost of this benefit for your dependents. You'll need to take action to get them enrolled, by going to <https://members.excelsiorenroll.com/lowellretirees/enroll/eligibility.aspx>. Once you've verified your identity, you will need to provide information about each family member you want to help protect, including: Name, Date of Birth, and Social Security Number. *If a dependent is or was previously a City of Lowell employee, there is no need to have them added as they will have their own coverage.*

### **Watch your email (or mailbox) for details.**

The new benefit plan goes live on July 1, 2023, and within 24-48 hours of your benefit effective date you will receive a welcome email from [no-reply@email.norton.com](mailto:no-reply@email.norton.com) titled "Activate Your Norton LifeLock Benefit Plan". Follow the steps in the welcome email to set up your account and activate the comprehensive protection features to help you feel safer in your digital life. If you don't have an email on file with the City of Lowell, your welcome information will be sent via USPS in the next 10-14 days.

### **Want to Learn More?**

Visit the 15-minute webinar link below to learn more about cyber safety, account activation and how to make the most of the benefit to best yield to you! Please ensure to key in the access code below.

15 Min Pre-Recorded Webinar:

<https://nlok.zoom.us/rec/share/lsJTFW4-9xTHsRKcxCttqK9K01D7yaJXzAnXEWgiGpn5yYIpc5ZCMN27brbyYVdt.vyJTfFmokuRbgw1m>

(Access Password: 5A8%X&1Q)

Visit the Lowell Retirement System site here: <https://www.lowellretirement.com/news>

### **Already a LifeLock Member?**

Don't forget to cancel your existing membership just prior to your benefit effective date by calling LifeLock Member Services at 800-607-9174.

<sup>1</sup> Beginning June 1, 2023, your enrollment in the LifeLock with Norton Benefit Plan, will be subject to the Terms and Conditions and Privacy Policy, which can be found at <https://www.nortonlifelock.com/content/dam/nortonlifelock/docs/about/customer-agreement-en.pdf> and <https://www.nortonlifelock.com/privacy> respectively.