



How do I enroll in this benefit?

To enroll in NortonLifeLock you must visit: <http://belk.excelsiorenroll.com>. The enrollment site dedicated to Belk Stores Services, Inc. employees also provides detailed information about the NortonLifeLock benefit offerings.

What do I need to do to enroll?

- Legal Name
- Date of Birth
- Address
- Social Security Number
- Phone Number
- Email Address
- Credit Card Information

The only confirmation you will receive will be the welcome email which will be sent to you on your effective date. Your welcome email will provide instructions to set up your NortonLifeLock account in your member portal.

What do I need to do to enroll my family?

During the enrollment process, you will need to provide the following information to enroll all eligible dependents.

- Legal Name
- Date of Birth
- Social Security Number

How much does NortonLifeLock identity theft protection cost?

We have partnered with NortonLifeLock to offer specially discounted pricing on NortonLifeLock services. Please review the specific pricing information located in our dedicated enrollment site. Since everyone has their own identity, we offer different identity protection plans so you can decide which level of protection best fits your needs. All of our plans include the protection of our Million Dollar Protection™ Package††† as well as our patented NortonLifeLock Identity Alert™ System†.

No one can prevent all identity theft or cybercrime.

† We do not monitor all transactions at all businesses.

††† Reimbursement and Expense Compensation, each with limits of up to \$1 million for LifeLock with Norton Benefit Essential, LifeLock with Norton Benefit Premier, Benefit Elite Plus and Benefit Elite Premium. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.



When will I be charged?

You will be charged twice when you initially enroll. This will be for the current billing cycle as well as the following month, as we bill in advance. Going forward you will only be charged one time per month.

Sample Timeline

You enroll on 6/23, your coverage is effective 6/24

- Charge 1 for 6/24 - 7/23
- Charge 2 for 7/24 - 8/23
- Charged on 7/20 for 8/24 - 9/23
- Charged on 8/20 for 9/24 - 10/23
- Charged on 9/20 for 10/24 - 11/23
- Charged on 10/20 for 11/24 - 12/23
- Charged on 11/20 for 12/24 - 1/23

When will my membership be active and what will I receive?

Your membership will be active the following business day. You will receive a welcome email from NortonLifeLock within 24 to 48 hours of the benefit effective date. For any dependents over 18, you will receive a separate welcome email for them, please forward that along to them to have them complete and update their contact information. This email will prompt you to verify your identity and then will ask you to create a Norton account. The Norton account you create will be the credentials you use to sign into my.norton.com, where you will have access to your secure member portal—providing you with 24/7 access to your NortonLifeLock account profile, along with the ability to manage contact preferences, read identity alerts†, and set up investment account††, checking and savings account activity alerts‡. Plus, you can manage all of your included Norton features in this portal too.

What if I do not receive the welcome email?

If you think you may have missed your Welcome email, first check your spam folder. If you still cannot find it, you can go to <https://www.Norton.com/EBsetup> to finish your account set up or call 800-607-9174, Mon-Fri, 9am to 7pm EST.

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How do I take advantage of the voluntary benefit offered to Belk Stores Services, Inc. employees if I am an existing NortonLifeLock member?

In order for you to complete the transition, please call NortonLifeLock Member Services & Support at 800-607-9174, Mon-Fri, 9am to 7pm EST to cancel your existing membership prior to your new benefit effective date. Please mention to the representative that you would like to cancel your retail plan in order to enroll through your Employer's benefit program. Within a few days of your effective date following cancellation, your enrollment through your Employer's plan will be activated and you will receive a new welcome e-mail for your NortonLifeLock with Norton Benefit Plan. You'll receive a prorated refund if applicable upon cancellation of the existing policy.

I no longer wish to participate in the NortonLifeLock benefit offered to Belk Stores Services, Inc. employees. How do I cancel my coverage?

If for some reason you no longer want to participate in the NortonLifeLock Benefit Plan, please call 844-698-8640, press 2, 9-6 ET Monday-Friday or email EB_Service@NortonLifeLock.com

Who can I call if I have additional questions?

- Enrolled Member Service Inquires: 800-607-9174, 9-7 ET Monday- Friday
- Immediate assistance for ID Theft Events/Alerts: 1-800-LifeLock, 24/7/365
- Enrollment changes, additions, or terminations and credit card updates:
 - Self-service: <http://belk.excelsiorenroll.com>
 - Phone: NortonLifeLock EB_Service line at 844-698-8640, press 2, 9-6 ET Monday-Friday
 - Email: EB_Service@NortonLifeLock.com