

norton™
LifeLock Benefit Solutions

Norton & LifeLock FAQ

How do I contact Customer Service?

If you have questions about your plan or account, you can contact Norton LifeLock's Member Services team at 800-607-9174. Agents are available Monday through Friday, from 9am – 7pm ET. If you need assistance outside of these hours you call the same number and either choose after hours support or leave a message for the dedicated benefit team.

Where can I find information about LifeLock with Norton's ADP TotalSource Plan?

To find the most up to date information about what is included in the benefit plan's coverage and services you can visit the dedicated Norton LifeLock microsite. This site is available for you during the new hire, new client onboarding and open enrollment experience.

Who is eligible to enroll in the Norton LifeLock plan with ADP TotalSource?

Norton LifeLock will be available to all WFN TotalSource clients who are actively offering medical benefits. Eligible employees include full-time (Commission only are eligible) and part-time (assigned to class code 9). Population of employees who are not eligible: non-paid owners, TotalSource Select Employees, 1099 contractors assigned to class code ZZ and employees who are in the Request New (RN) benefit class code. A US issued Social Security Number is required for you and your dependents to enroll. Family dependents can encompass parents, in-laws, spouse/domestic partner, and/or children (for whom you are the legal guardian or parent) regardless of age or whether they reside at the same address.

What will I receive from Norton LifeLock upon enrollment?

You will receive a welcome communication to inform you that you are now a member of Norton LifeLock and it will include a link to create a personal login. After you complete the username and password setup, you will be able to login and follow a guided flow to activate all other plan features. If coverage includes adult dependents (age 18 or older), they will receive a separate email to invite them to register and have their own Norton dashboard.



When can I expect my welcome communication?

If there is an email address within the ADP TotalSource system, we will send you a welcome communication via email. You can expect to receive the email within 24 hours of the enrollment file processing. The email will come from no-reply@mails.norton.com. If you do not have an email within the ADP TotalSource system, we will mail a welcome letter. The welcome letter will be mailed to the address within the ADP TotalSource system, and you can expect to receive it within two weeks of the enrollment file processing.

What if I set up my account before my benefit effective date?

Upon logging into my.norton.com, you will be prompted to provide a product key or payment information because your benefit plan is not effective yet. If you created login credentials prior to receiving the welcome email or went directly at Norton.com to create an account, you will need to go to norton.com/ebsetup to establish your account correctly. When asked to “Create Account” you should instead select “Sign In” and use the email address and password initially used when trying to set up the account. This will merge the account you started to create with the benefit plan.

What happens if I don't get my welcome communications?

You should check with your benefits team to make sure there isn’t an error you need to address. Once you have confirmed successful enrollment, you will follow the steps to set up your account at norton.com/ebsetup.

How can I enroll other eligible dependents that are not in the ADP TotalSource system?

To enroll additional dependents you can add them directly through the Norton LifeLock member dashboard. Once you have registered your account, you can hover *My Account* in the upper right of your dashboard, and click on *My Subscriptions*. On this page any enrolled dependents will be listed and more can be added to coverage by choosing *Enroll Members*. Required information to enroll a member includes, Legal Name, Date of Birth, and full Social Security Number so be sure to have this information available for all eligible dependents. For adult dependents (18+) you will also need to enter a personal email address for them, and they will receive a welcome email from Norton once they are enrolled via the member dashboard. In order to add dependents, you must be enrolled in family coverage.

What if I do not set up my Norton LifeLock account?

Norton LifeLock will be monitoring your identity using the information from enrollment (such as name, DOB, SSN) to notify you of accounts we detected being opened in your name or to let you know if we see your information on the dark web. However, to activate credit services, set up device security, add additional information for monitoring, or to update contact preferences, you will need to set up the account.

If I had a retail plan prior to enrolling in the benefit, do I need to take action to stop my old plan once my new plan begins?

Yes, you should contact Norton LifeLock at 800-607-9174 (Monday – Friday, 9am – 7pm ET) to have your existing plan cancelled. You will also need to follow the link in your welcome email to complete the registration of the new benefit account.
You can use the same username and password that was established for your retail plan, by clicking on “Sign In” once you get to the section asking you to create a username and password.

If I had coverage through another employer prior to enrolling in the benefit, do I need to take action?

Yes, you must have the primary owner of the existing benefit plan remove you from coverage so that you can enroll in the benefit through ADP TotalSource. Afterwards you will need to follow the link in your welcome email to complete the registration of the new benefit account through ADP TotalSource.
You can use the same username and password that was established for the previous benefit plan, by clicking on "Sign In" at the bottom of the section and asking you to create a new username and password.

If one of my dependents has coverage though another employer or retail plan prior to enrolling in the benefit, do I need to take action?

Yes, you must have your dependents cancel any existing Norton LifeLock benefit or retail coverages so that they can be enrolled in the benefit through ADP TotalSource. To cancel retail coverage the dependent can contact Norton LifeLock at 800-607-9174 (Monday – Friday, 9am – 7pm ET).

If I have a retail plan directly with Norton LifeLock and am moving to the new ADP TotalSource sponsored plan, will I still get a welcome email?

Yes, once your new benefit plan is active, you will still receive a welcome email and will need to follow the verification/activation steps.

If I had a retail plan prior to enrolling in the benefit, do I need to set everything up again in my new account?

Upon account activation, most of your information from your old account will transfer over. However, you will need to reactivate credit services, and if you used transaction monitoring previously, you will need to relink your financial accounts. You will see all your archived alerts in your new dashboard.

If I did not enroll during the initial enrollment period, can I enroll later? If so, how should I enroll?

If you missed your initial new hire enrollment opportunity, you could enroll in Norton LifeLock during any Qualifying Life Event (QLE) or subsequent annual open enrollment period.

Can I drop coverage at any time?

You can cancel your Norton LifeLock plan anytime by calling ADP TotalSource MyLife Advisor team and requesting termination of the plan, or during any qualified life event.

What does it cost for me to enroll in the Norton plan?

The Norton plan offers you two tiers of coverage. Employee only cost is $6.59 and Employee + dependents is $11.29 monthly. Covered dependents are not required to live in the same household as you.

When does coverage end if I am placed on unprotected leave or terminated?

The Norton LifeLock coverage will terminate at the end of the month that you leave or are terminated.

What should I do if I think I have been a victim of identity theft?

You should contact the Norton member services team right away at 844-587-5644. Alternately, through the LifeLock Identity phone app, select ID Restoration and then ID Restoration Service to open a case.

If I leave the company, can I continue the plan?

You have the ability to enroll in a Norton LifeLock retail plan at a discounted rate, for the first year. To do so you can follow the link below and use the promo code “WB3” or call Norton LifeLock at 866-456-9316. https://us.norton.com/offers?promocode=wb3

No one can prevent all identity theft or cybercrime.
† We do not monitor all transactions at all businesses.
1 If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.