



# Your information is everywhere.

Help protect it with a leader in Cyber Safety.



# Why choose Norton for Breach Response.

## 1 Norton is one of the leaders

in consumer Cyber Safety, and provides world class Cyber Safety solutions for a global community of millions of customers.

## 2 Strong brand recognition

LifeLock by Norton are the pioneers in Identity Theft Protection.

## 3 Data Breach Response, with dedicated high volume customer call centre support

We offer call centre with advisory services and dedicated 24/7<sup>1</sup> assistance with dedicated phone numbers.

## 4 Customer Services and Support

We have nearly 1,000 Customer Service & Support Agents and over 10 years perfecting identity theft protection services. We help protect the identities of millions of customers, and our team of Identity Protection Agents are available 24/7<sup>1</sup> to answer questions.

## 5 Identity Theft Protection (with insurance up to \$58k<sup>2</sup>)

Norton Identity Advisor Plus subscriptions use innovative monitoring technology and alert tools to help safeguard customers' information on the dark web and social media. If we detect a customer's personal information being used in our network, we'll send an alert by text, phone,<sup>3</sup> email or mobile app.

## 6 Device Protection

Norton 360 Advanced subscriptions include our award-winning<sup>4</sup> device security to help protect your devices and private and financial information when you go online.

## 7 AntiTrack and Credit Monitoring

AntiTrack and Credit Monitoring add-on services can also be included helping to better protect a customer's Identity.



No one can prevent all identity theft or all cybercrime.

1. Global English only.

2. Terms, conditions, exclusions and limitations apply. See the Identity Theft Insurance Australia Policy Information Booklet found on <https://www.nortonlifelock.com/au/en/legal/> for details. Coverage provided by AIG Australia Limited AFSL 381686 (AIG). NortonLifeLock Australia Pty Ltd (Norton) act as a group purchasing body in acquiring and arranging the insurance coverage under a group policy issued by AIG to Norton.

**Norton does not hold an Australian financial services licence. Please obtain your own financial product advice about our services and consider the policy information booklet to determine if the coverage is right for you.**

3. Phone alerts made during normal local business hours.

4. Norton Performance and Protection: please see AV-Test, "Best Protection 2022 Award" for Norton 360

# Questions to consider when comparing providers.\*

## Product

- ▶ Do they provide alerts<sup>1</sup> via mobile app?
- ▶ Do they scan the dark web for names/addresses to help protect you against criminals creating fictitious identities with your information?
- ▶ Do they offer Social Media Monitoring<sup>2</sup> to for account takeovers, hate speech, cyberbullying, and malicious links?
- ▶ Do they offer AntiTrack services?
- ▶ Do they offer Credit Monitoring services?

## Restoration & Insurance

- ▶ Do they work with you every step of the way to help restore your identity?
- ▶ Do their restoration agents have global capability and knowledge to support you?
- ▶ Are their restoration agents specifically trained and certified as Identity Theft Risk Management Specialists and have multiple other industry recognised qualifications?
- ▶ Do they reimburse you if you have money stolen due to identity theft, up to the limits of your plan?
- ▶ Do they pay you back for costs you incur due to identity theft, such as for documents, travel, lost wages, and more, up to the amount provided by your plan?
- ▶ Are there limits on the number of claims an identity theft victim can file? And will they protect you up to the limits of your plan per identity theft event?

## Call Centre Support

- ▶ Do they offer high volume call centre services?
- ▶ Do they offer personalised and dedicated breach response support?
- ▶ Are there toll free phone numbers included as part of each data breach incident?
- ▶ Is the call centre available 24/7<sup>3</sup>?

## Customer services

- ▶ Do they have nearly 1,000 Customer Service & Support agents and over 10 years perfecting identity theft protection services?
- ▶ Are their industry qualified restoration agents personally assigned to handle the case until it's resolved?
- ▶ Do they offer 24/7<sup>3</sup> access to customer support agents?
- ▶ Do they provide individual responses based on their unique breach?
- ▶ Is there a dedicated call centre number to support each case?

## Company

- ▶ Do they have 35+ years of experience in the cybersecurity industry?
- ▶ Are they providing identity theft protection services to over 5 million customers?
- ▶ What do they do with your personal information? Is your information being sold for marketing purposes?
- ▶ Are identity protection and device security aligned with their core mission and product offerings?

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\* This chart was created on June 3, 2020 as a visual tool to assist with reviewing ITPS offerings, and is not intended to be a comprehensive listing of features and/or services which may or may not apply to each vendor as listed.

1. Phone alerts made during normal local business hours.

2. Social Media Monitoring is not available on all social media platforms and the features differ between platforms, for details go to: [norton.com/smm](https://norton.com/smm). Does not include monitoring of chats or direct messages. May not identify all cyberbullying, explicit or illegal content or hate speech.

3. Global English only.

# Peace of mind with your identity.

## Norton Identity Advisor Plus

Norton™ Identity Advisor Plus includes Identity Restoration to help should you become a victim of identity theft; while, Identity Theft Insurance<sup>1</sup> offers coverage for specific losses.



### Dark Web Monitoring<sup>§</sup>

Using advanced technology, we go beyond easily accessible sites to search the dark web and private forums for your personal information.



### Social Media Monitoring<sup>2</sup>

Helps keep your social media accounts safer by monitoring them for account takeovers, risky activity and inappropriate content.



### Stolen Wallet Assist

Provides guidance for lost or stolen wallets on cancelling and replacing important items in wallets like driver's licences, credit cards, and more.



### Identity Restoration Support

If your identity is compromised, an Identity Restoration Specialist is assigned to your case to guide you through the restoration process from start to finish.



### Identity Theft Insurance (up to \$58K)<sup>1</sup>

Provides coverage for specific losses and expenses related to identity theft in your name, including legal expense reimbursement and lost income for time away from work to correct financial records.

## Norton 360 Advanced

### Includes all features of Norton Identity Advisor Plus and more.

Norton 360 Advanced provides powerful layers of protection for your devices and online privacy. Includes Restoration Support to help you should you discover you're a victim of identity theft, plus coverage<sup>1</sup> for specific losses and expenses.



### Online Threat Protection

Advanced security helps protect your private and financial information when you go online.



### Parental Control<sup>‡</sup>

Parental tools to help your children explore the internet more safely.



### Secure VPN

Access your favourite apps and websites when connecting to Wi-Fi at home or on-the-go with the reassurance of bank-grade encryption.



### 200 GB PC Cloud Backup<sup>3,4</sup>

200 GB of cloud storage to store important files and documents as a preventive measure against data loss due to hard drive failures, stolen devices and even ransomware.

### Norton AntiTrack

Help stop data collection companies from profiling you and tracking your online activities. Enjoy a seamless web experience without sacrificing your online privacy— now helping to protect your email, too.\*\*

#### Browse anonymously

Throw trackers off your back. Disguise your digital fingerprint online with one click.

#### Browse seamlessly

Browse without sacrificing speed even on sites that may restrict access when other competitor tools are in place.

#### Beyond clearing cookies

Goes beyond clearing cookies to obscure your digital fingerprint so companies can't use it to profile you.

#### All-in-one dashboard

Stay informed on tracking attempts with a user dashboard that lets you see how we keep you more private.

#### Tracker-free email address

Create unlimited email aliases and block hidden email trackers, all without changing your current provider.\*\*

### Credit Monitoring

Help better protect your identity and stay on top of your credit score with Equifax Credit Protect (12-month) by redemption (RRP \$119.40).

#### Credit Alerts

Keep up to date with alerts for when key changes are made to your Equifax Credit Report.

#### Monthly Equifax Credit Reports

Monthly updates on your credit score, credit rating, and credit limits for a comprehensive view of your credit and repayment history.

#### Monthly Equifax Credit Score

Access to the Equifax Score Tracker so you can track changes over time.



## Have questions or want more information on our Cyber Security solutions?

Contact Luke, your friendly Norton rep via the details below. Your feedback is important to us and we're committed to supporting you so don't hesitate to reach out.

### Luke Obluski

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§ Dark Web Monitoring defaults to monitor your email address only and begins immediately. Sign into your account to enter more information for monitoring.

2. Social Media Monitoring is not available on all social media platforms and the features differ between platforms, for details go to: [norton.com/smm](https://norton.com/smm). Does not include monitoring of chats or direct messages. May not identify all cyberbullying, explicit or illegal content or hate speech.

‡. Parental Control features are not supported on Mac or Windows in S mode.

3. Requires your device to have an Internet/data plan and be turned on.

4. Cloud Backup features are only available on Windows (excluding Windows in S mode, Windows running on ARM processor).

\*\* Private Email feature is available for Windows only

No one can prevent all cybercrime or prevent all identity theft.

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