

16943



[Customer Name]  
[Address]  
[City], MA [Zip Code]

Dear [Customer Name]:

We write to notify you of an incident involving your personal information.

On April 1, 2020, we received a report from one of our customer care call center vendors regarding a security issue. We conducted an investigation and have now concluded that a call center agent who assisted you with a customer service issue on or about [Date] obtained your [Personal Information] in violation of company policy.

There have been reported cases of misuse of personal information by this individual, so it is important that you remain vigilant by reviewing account statements and monitoring free credit reports and that you report suspected incidents of identity theft to local law enforcement or your state attorney general.

As detailed in this letter, please review your financial accounts, including your bank and credit card accounts, and if you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained and let them know which charges were unauthorized.

We deeply regret this incident and have taken a number of steps to prevent its reoccurrence. The agents have been terminated and no longer have access to our systems, and we are working with the customer care vendor to determine whether law enforcement can begin a criminal investigation into the agents' conduct. This notification has not been delayed due to law enforcement investigation.

NortonLifeLock places the utmost value on your trust and security.

To assist you in this matter, NortonLifeLock would also like to offer you its Norton 360 with Ultimate Plus with an eighteen-month (18 months) subscription at no charge.

This service is our most comprehensive, all-in-one protection for your devices, online privacy, and identity. Please visit <https://us.norton.com/products/norton-360-lifelock-ultimate-plus> for more information on this product.

To sign up for this service, or for additional information about this incident, please contact us at [executiveescalations@lifelock.com](mailto:executiveescalations@lifelock.com) or (844) 450-2556.

Sincerely,

NortonLifeLock



**Steps You Can Take to Further Protect Your Information**

• **Review Your Account Statements**

As a precautionary measure, we recommend that you review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

• **Credit Report Monitoring**

You may obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies shown below.

Equifax (800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 6790 Fullerton, CA 92834
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• **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. You can reach the FTC's Consumer Response Center at 1-877-FTC-HELP (1-877-382-4357), or for more information about identity theft, please visit <http://www.identitytheft.gov> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>.

• **Fraud Alert**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.



- **Security Freeze**

Pursuant to federal law, you have the right to put a security freeze on your credit file free of charge. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.