



Gratitude in Action

Frequently Asked Questions

Complimentary Norton LifeLock Benefit for Retired Clergy and Spouses

What is the Norton LifeLock benefit?

The Endowment Board provides CA-NV retired clergy and their spouses with a complimentary Norton LifeLock Benefit Essential membership. This service helps protect against identity theft, fraud, cybercrime, and online security threats through identity monitoring, device protection, privacy tools, and restoration support.

Best of all, **there is no cost to you**. The Endowment Board covers the cost of this benefit for your lifetime.

Who is eligible?

Any retired clergy and/or spouse from the CA-NV Annual Conference.

How much does the benefit cost?

Nothing. The benefit is provided **free of charge** through The Endowment Board.

How do I enroll?

Visit our dedicated enrollment page:

<http://theendowmentboardretirees.norton-benefits.com>

Enrollment typically takes about **five minutes**.

You will need to provide:

- Name
- Date of birth
- Address
- Phone number
- Email address

Helpful tip:

When entering your date of birth, use the **small calendar icon** next to the field rather than typing the date manually. Select your:

1. Birth year
2. Birth month
3. Birthday

In that order.

Will I receive a confirmation email after enrolling?

No. You will **not receive an immediate confirmation email** after submitting your enrollment.

Instead, your coverage becomes active on the **first day of the following month**, and you will receive an activation email around that time.

Example:

- Enroll by July 31
 - Benefit becomes active August 1
 - Activation email is sent around August 1
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What do I do when I receive the activation email?

The activation email will guide you through setting up your account.

You will be asked to:

1. Verify your identity
2. Enter your Social Security Number
3. Create a username and password

Once completed, you can access your Norton LifeLock dashboard.

What information can I monitor?

After activating your account, you can add information you would like Norton LifeLock to monitor, including:

- Up to 5 email addresses
- Up to 5 home addresses
- Up to 5 phone numbers
- Mother's maiden name
- Driver's license information
- Insurance information
- Credit cards
- Bank accounts
- Investment accounts
- Retirement accounts

The more information you choose to monitor, the more comprehensive your protection can be.

What identity protection features are included?

Your membership includes:

- Identity monitoring and alerts
- Social Security Number monitoring
- Credit monitoring and credit score tracking
- Dark web monitoring
- Data breach notifications

- Public records monitoring
- Address change verification
- Phone takeover monitoring
- Debit and credit card activity alerts
- Investment account monitoring
- 401(k) and HSA monitoring
- Identity lock and credit lock tools

No service can prevent all identity theft or cybercrime, but Norton LifeLock provides monitoring and alerts to help identify potential threats.

Can I protect my computer, tablet, or smartphone?

Yes.

You can install Norton security software on up to **three devices per enrolled member**.

Supported devices include:

- Computers
- Laptops
- Tablets
- Smartphones

The software provides:

- Antivirus protection
 - Malware and ransomware protection
 - Safe web browsing tools
 - Firewall protection
 - Password manager
 - Secure VPN (Virtual Private Network)
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How do I install protection on my devices?

After activating your account:

1. Log in to your dashboard.
 2. Select "**My Devices**" from the top menu.
 3. Follow the installation instructions provided.
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What is Secure VPN?

Secure VPN helps protect your privacy online by encrypting your internet connection and helping keep your browsing activity private, especially when using public Wi-Fi networks.

What happens if my identity is stolen?

Norton LifeLock provides:

- 24/7 member support
- U.S.-based identity restoration specialists
- Assistance with fraud remediation
- Tracking of restoration progress

The benefit also includes the **Million Dollar Protection Package**, which may provide reimbursement for certain covered losses and expenses, subject to policy terms and conditions.

What if I already have a paid LifeLock membership?

If you currently have a paid LifeLock membership, use the Endowment Board's enrollment portal link to enroll in the Endowment Board's plan. Once the new plan goes live and you receive your account activation email from Norton, use your existing credentials to verify your identity. The action of signing in with your existing credentials will allow all of your past dashboard information to populate in the new benefit dashboard.

Is there a webinar that explains how to use the dashboard?

Yes. A helpful overview webinar is available at: <https://vimeo.com/848494507>

The webinar explains:

- How the dashboard works
- What information can be monitored
- How to add monitored information
- Available protection features

Please note that you will not be able to access your dashboard until your account has been activated.

Who should I contact if I need help?

If you have questions about enrollment through The Endowment Board, please contact Jessica Meissner at 209-47-7288.

Once your account is activated, Norton LifeLock's member support team is available 24/7 to assist with account questions, identity alerts, and restoration services. They can be reached at 1-800-607-9174.

A Message from The Endowment Board

As part of our commitment to caring for retired clergy and their families, we are pleased to provide this complimentary benefit to help safeguard your personal information and give you greater peace of mind in today's digital world. We encourage all eligible retirees and spouses to enroll and take advantage of the protection available to them.