



## LifeLock Acquisition: Day 1 FAQs for Channel Partners

### Norton and LifeLock Come Together to Deliver the Digital Safety Platform

Dear Partner,

We are thrilled to announce that Norton and LifeLock have officially joined together as one company, to truly redefine what safety means in our connected world.

We believe this new evolution in our business will help us grow and strengthen it. By combining the Norton brand and expertise in consumer cybersecurity with LifeLock's expertise in personal identity theft protection, we're in the unique position of being able to deliver one of the most comprehensive digital safety platforms.

As Norton and LifeLock form Symantec's Consumer Business, we're excited by the new partnership opportunities. We firmly believe that strategic partnerships are critical to advancing our mission to provide comprehensive protection that safely connects people, information, and things, beyond the device and into the cloud.

We look forward to partnering with you to further expand our collective addressable markets, broaden our joint value proposition, and drive new avenues of growth.

We've prepared the following list of Frequently Asked Questions to provide more detail. For any other questions contact your account manager.

#### General:

##### **1. What is being announced?**

On February 9, 2017, Symantec will announce the acquisition of LifeLock is approved and closed, and that integration planning will begin.

##### **2. What does this mean for Norton channel partners?**

As Norton and LifeLock form Symantec's Consumer Business, we reaffirm our commitment to partners. We firmly believe that strategic partnerships are critical to advancing our mission to provide comprehensive protection that safely connects people, information, and things, beyond the device and into the cloud.

We look forward to partnering with you to further expand our collective addressable markets, broaden our joint value proposition, and drive new avenues of growth.

### **3. What happens to the existing partner programs? Will they be integrated?**

On Day 1, there will be no change to either the Norton or LifeLock channel programs. Now that the transaction has been approved and is formally closed, we are beginning the task of integrating our programs. We are committed to making the transition as smooth as possible and will communicate more details as they become available.

### **4. What does this mean for my customers?**

We expect no immediate impact or changes for existing customers. For now, LifeLock and Norton customers should continue doing business as usual with their respective partners. Any changes will be communicated in advance.

### **5. Operationally, what changes should I expect?**

We will continue to run the LifeLock and Norton programs separately initially, so there are no changes at this time.

### **6. What are the integration plans?**

Integration plans are underway by designated teams from Symantec and LifeLock. We will work to ensure that we provide the best experience for our customers, partners, and employees while optimizing efficiency and profitability.

### **7. If I am a Norton by Symantec partner, how can I start selling LifeLock products?**

No changes in existing contracts will happen at this time. For now, partners can only sell the Norton products included in their agreement. Invoicing, payments, etc. will all be made under existing systems and processes. No LifeLock products or services will be available via your agreement and/or price list until your Agreement is amended. Orders for Norton or LifeLock will still need to be submitted and processed separately. A subsequent communication will provide more details for cross-selling and other opportunities as they become available.

Please note that all partner contracts will eventually be assigned from LifeLock to Symantec Corporation at a date to be announced; assignment does not affect existing commercial terms and commitments. More specific instructions will be distributed on these changes soon.