



Starting August 1, 2017, the PDC is pleased to offer LifeLock identity theft and fraud protection coverage to its members at free or reduced cost.

PDC Members will be automatically enrolled in the LifeLock Benefit Elite program and can opt-out at any time.

[Click for a complete list of services included in your Benefit Elite plan.](#)

QUESTIONS: Contact PDC Benefits at (919) 684-4358 or PDCBenefits@duke.edu

Frequently Asked Questions

WHAT IS LIFELOCK®?

LifeLock is a leader in identity theft protection services. Information is moving faster than ever and life has never flowed more quickly or been shared so broadly. Since 2005, LifeLock has been pioneers in identity protection, leveraging unique data, science and patented technology. They provide threat detection, proactive identity alerts and comprehensive remediation services. With over 4.5 million members, LifeLock is committed to providing consumers peace of mind amid the growing threat of identity theft.

WHAT DO I NEED TO DO TO ENROLL?

You do not need to take action to enroll. The PDC has provided all of the data points necessary to start protecting your identity.

I DO NOT WISH TO PARTICIPATE IN THE LIFELOCK BENEFIT PROVIDED BY THE PDC HOW DO I DECLINE COVERAGE?

If you do not want to participate in the LifeLock Identity Theft Protection benefit being offered by the PDC, please contact PDC Benefits Department at (919) 684-4358 or PDCBenefits@duke.edu

HOW DO I ENROLL MY FAMILY?

Once you are enrolled, you will receive instructions from LifeLock to add family members at a discounted rate. Look for details once you're enrolled.

I'M ALREADY A LIFELOCK MEMBER. HOW DOES THIS AFFECT ME?

Your existing membership will automatically transition from a LifeLock retail membership to the PDC benefit membership. You do not need to contact LifeLock to cancel your membership, as they will recognize your enrollment information and will process the transition internally. LifeLock will refund you for any unused portion of your retail membership within 30 days of your benefit effective date. It's important to note that your LifeLock plan will be upgraded or downgraded to the plan offered by the PDC which is LifeLock Benefit Elite.

IF I LEAVE THE PDC, CAN I KEEP MY LIFELOCK BENEFIT?

Yes. LifeLock offer the ability to continue to receive LifeLock at a discounted rate by signing up through the continuation program.

WHAT HAPPENS WHEN YOUR IDENTITY IS STOLEN? HOW BAD CAN IT REALLY GET?

Having your identity stolen isn't just costly in time and money, it can also lead to false imprisonment, life-threatening false medical records and much more. In the hands of a thief, just your name, address, Social Security number and date of birth, can be used over and over to:

- Open new lines of credit
- Seek medical attention
- Drain savings and retirement accounts
- Provide an alias when arrested
- Get a job and file false tax returns
- Opening Non-Credit accounts like cell phones and TV Services

HOW DOES LIFELOCK WORK?

LifeLock was designed to help stop identity theft by going above and beyond what members can do on their own. LifeLock alerts† members whenever they detect personal information on black market websites or when personal information is being used to apply for wireless services, retail credit, utilities, mortgage loans and more within their extensive network. If you're a victim of identity theft, LifeLock helps protect you with our Million Dollar Protection™ Package. This includes reimbursement for stolen funds and coverage for personal expenses—each with limits of up to \$1 million based on the limits of your plan—and our Service Guarantee to provide for lawyers and experts if needed, to help resolve your case.