

**FTC CONSUMER COMPLAINTS—LIFELOCK**

This refers to my complaint of 4122012,reference number 36591693. Subject:someone ordering my credit reports from all 3 credit reporting agencies. I had contracted with Lifelock,for their services in 2010. In my initial discussions with Lifelock,I had requested that they not request my credit reports for me because I could order them myself and time the requests to better suit my needs. I had thought that that portion of the agreement was deleted,however I did not follow up. After reviewing FTC actions against Lifelock and other bad press on them I maintained the contract but was dissolusioned and all but forgot about them over the next several months. 15 Nov 2012 Lifelock sent me a letter that they couldnt,t order my reports for me and was deleting that part of the contract. 16 Nov 2012 I canceled my contract with Lifelock. Please withdraw my complaint dated 4122012. In April 2011 my residence broken into and several personal documents were taken.On three separate incidences I had credit cards compromised and yet Lifelock had never documented an alert on my file. I would not recommend Lifelock services to anyone.. PS9000: I.D. theft protection Co. Other-Other Update

Consumer complains that she's receiving calls for the past yr from person with an Indian accent representing LifeLock Medical who continues to call after refusing their product and to stop calling. UPDATE:11/08/2013 Consumer states she is on the DNC registry and is continuing to receive phone calls from this company. SDavis

The consumer wanted to know who he could call with a legal background. The consumer states he was with Lifelock and he forgot his password. He called Lifelock to get the password and the person was asking for his information. he told her he did not wnt to give his inforamtion. She said she had it right in front of her. He owns 63 Panera Bread stores and he know about business.UPDATE: 8/19/13 Consumer believes that Lifelock is not accountable for securing consumer's information. Consumer lost their ID and contacted Lifelock and did not wish to disclose information to the Lifelock representative. The Lifelock representative told the consumer that they had all of the consumer's personal identification including the SSN sitting in front of them. psnyder

CFPB Issue Type: Account terms and changes --- What Happened: I have not been directly affected by the company's services but am an investment manager who has studied Life Lock, Inc. extensively. I believe the company's continuing operations are in violation of its settlement with the FTC and that the company presents itself in a deceptive manner and fraudulently & aggressively markets its services to consumers. I have attached a copy of a report prepared by another investor which provides extensive detail on the company's violations of numerous provisions of its prior settlement with the FTC, as well as a further Federal lawsuit dating to 2009.As the FTC is failing to enforce its judgement against the company, I believe the CFPB should open an investigation into the company in order to protect consumers from its deceptive marketing. --- Fair Resolution: The CFPB should enforce the terms of the company's existing permanent injunction with the FTC, and consider additional punitive action due to the company's willful non-compliance with the injunction.

lifelock continued attempting to bill my debit card after they were told to cancel after my free trial. i have email documentation to prove that my account was cancelled which was recieved after telling them i was going to file complaints against them. Again today, 11/26/13, they attempted to charge my account again in the amount of \$45.00. this is to the pount of harrassment, and attempted fraud, and needs to stop.

The FTC brought a deceptive advertising judgment against Lifelock & have charged LifeLock with deceptive advertising in the past. According to the order, LOCK is permanently restrained and enjoined from:"in connection with the advertising, distributing, promoting, offering for sale, or sale of any product, service, or program designed for the purpose of preventing, mitigating, or recovering from any form of identity theft as defined in 18USC&#167;1028, misrepresenting in any manner, expressly or by implication:1. that such product, service, or program provides complete protection against all forms of identity theft by making customers' personal information useless to identity thieves; 2. that such product, service, or program prevents unauthorized changes to customers'address information 3. that such product, service, or program constantly monitors activity on each of its customers' consumer reports 4. that such product, service, or program ensures that a customer will always receive a phone call from a potential creditor before a new credit account is opened in the customers' name 5. the means, methods, procedures, effects, effectiveness, coverage, or scope of such product, service, or program; 6. the risk of identity theft to consumers; 7. whether a particular consumer has become or is likely to become a victim of identity theft; and/or 8. the opinions, beliefs, findings, or experiences of an

individual or group of consumers related in any way to any such product, service, or program. Products, services, or programs include, but are not limited to, the placement of fraud alerts on behalf of consumers, searching the internet for consumers' personal data, monitoring commercial transactions for consumers' personal data, identity theft protection for minors, and guarantees of any such products, services, or programs." Now, note the similarity between the FTC prohibition and a description of LOCK's operations from its IPO prospectus: "We are a leading provider of proactive identity theft protection services for consumers and identity risk assessment and fraud protection services for enterprises. We protect our consumer subscribers, whom we refer to as our members, by constantly monitoring identity-related events, such as new account openings and credit-related applications. If we detect that a member's personally identifiable information is being used, we offer near real-time, actionable alerts that provide our members peace of mind that we are monitoring use of their identity and allow our members to confirm valid or unauthorized identity use. If a member confirms that the use of his or her identity is unauthorized, we can stop the transaction or otherwise rapidly take actions designed to protect the member's identity." LOCK's many Internet, radio, and TV ads claim that the company protects against identity theft. Here are some direct quotes taken from LOCK's websites and ads: "...the most comprehensive identity theft protection service available..." "LifeLock offers a level of protection and member service that no one else can" "protect members from identity theft BEFORE it happens and backs it up with a \$1 Million Total Service Guarantee" So, three years after the FTC Order, LOCK claims to have the best ID protection service on Earth. Recall that the FTC Order was a permanent injunction. Is this FTC ORDER going to be enforced?!? This company continues to abuse the public and generates lots of cash off false claims. Other-Other Update

I sent a previous complaint on the continued Lifelock Inc., violations of the 2010 FTC order. Perhaps someone at the agency may find it useful to explore the current Maricopa County Superior Court case in the State of Arizona. Stephen P. Burkev. LifeLockCV2013-008327 It is not a coincidence that the company continues to take advantage of the public. If the FTC won't enforce its original ruling from 2010, then this company will continue to generate cash in a fraudulent way. Please forward this complaint to a supervisor or manager at the FTC. Other-Other Update

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: In the beginning of October I cancelled my service with Lifelock after switching bank accounts, opening a credit card, and moving into a new residence, and not being notified of any of these things. It showed me that having Lifelock was pointless so I called and cancelled. This was 3 days after they pulled a payment out of my account for \$95 to pay for the entire year. I called and they said in 30 days they would refund my money because they only do it 30 days from the day you cancelled. That was fine, I was okay waiting 30 days. After 30 days, which would be November 13 I still had not received it so I called again. I was told a refund would be issued. Another week goes by and I call again, this is November 23 and I speak to a lady who tells me she is sorry but does not see that any refund has been issued and she promises to get one to me within the next 5 business days. Today I still have not received my refund, so I call and first I'm treated like an idiot because the guy assumes I'm checking my bank account wrong. I'm like most of America, I live paycheck to paycheck and would notice an \$95 dollars coming into my checking account. They tell me they will have to do some research but there isn't much they can do when they show my bank received it. So I called my bank and they assure me that no refund from Lifelock has come in. I have had it, I feel like this is one huge scam and they have no intentions of giving my money back. I've talked to as many people as I can to the point I have to get someone else involved.

CFPB Issue Type: Problem with fraud alerts --- What Happened: While I have been actively working on cleaning up my credit so that I can obtain a mortgage and purchase a home, I had checked my report/scores last week to get an up to date view of my scores to let me my processor know where I stand. I had not received any fraudulent activity alerts at all from Equifax nor LifeLock, which I pay credit lock services for, so I felt confident enough that all had been in order and that my credit scores were just. As I logged into my account I noticed that my scores had dropped drastically, some 100 points plus, and while I nearly collapsed from this I knew that the only hard inquiries of my knowledge and consent were to the mortgage company to run my reports in early October for my pre-approval. I had seen on my current reports that there were several hard inquiries from a few different companies and while I contacted the main one, MMCA out of Derrfield Beach, Florida, they had stated that that had no such reason to run my report unless I was purchasing a car and applied for a line of credit with them. In

fact, she stated that any such activities are against the law. I reported this to both Equifax and LifeLock to let them know that this was fraudulent and that I wanted this removed. A dispute was filed and completed by days end and when I called Equifax, they stated that this company MMCA out of Florida simply did not believe that I wasn't responsible for these inquiries. How can that be? I live in New Jersey not Florida and I pay my money to protect me from this sort of occurrence to which they both shut the door in my face stating that there is absolutely nothing that can be done. I was told by my realty agent, the processor and other parties just to not apply for lines of credit and just keep paying my bills and that is just what I've been doing and now this activity has me running in circles with no resolve. I need to have formal complaints filed against all parties considered here for their lack of assistance in this dispute. Apparently someone, somewhere has my information and is trying to apply for lines of credit and I am afraid that eventually they will succeed. I feel unprotected, vulnerable and misguided as to what kind of "lock protection" services that these companies can even offer to anyone. I need to have these complaints filed and archived with a result pending so that my chances of owning the home for me and my family are not shattered at the hands of someone else. Can you please assist me in getting this disputed and removed from my reports? --- Fair Resolution: -A formal complaint against all credit bureaus as well as LifeLock for their lack of protection and assistance with this and for not guiding me to a resolution. These are services that I pay for and while there are no guarantees of 100% protection from anything, I hold all parties totally liable for this. I never received any alerts or notifications, still as of this complaint, these drastic changes occurred in November and December 2013, LifeLock has still showed 0 alerts to these changes. -To have any and all information or inquiries that I had no knowledge of removed as soon as possible and to have my credit reports and scores restored to where they were.

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Consumer has Life Alert for health monitoring, and received a robocall from LifeLock telling the consumer they had received information that the connection had been changed. Consumer hung up on them and called his company, Life Alert who told the consumer they have no affiliation with LifeLock and to do nothing.

Consumer was trying to get an address for LifeLock. Consumer reports she contacted them and then disconnected the call.

BELOW IS A CUT/PASTE OF THE LAST LETTER I WROTE TO LIFELOCK - PERSONAL INFO HAS BEEN REDACTED  
TO: LifeLock Attn: Document Department 60 E Rio Salado Pkwy #400 Tempe, AZ 85281  
DATE: April 18, 2014  
RE: Establish Power of Attorney status  
To Whom It May Concern: I made contact with LifeLock on 02/25/14 after receiving mail addressed to my father's residential address of b(6) Avondale AZ b(6). All first class mail is forwarded to the Trust mailing address b(6) Phoenix AZ b(6) since my Father is unable to manage his daily affairs. I called on 03/04/14, 03/14/14 and again 04/08/14 trying to obtain a response. In the meantime, LifeLock had processed the annual payment renewal from the Trust account on March 17, 2014. I am in receipt of the "Special Power of Attorney" document that you are requesting and it is not applicable in this situation. LifeLock is unnecessarily delaying my ability to obtain notification via email and/or phone for services we have paid LifeLock to provide. LifeLock has been notified both verbally and via written notice with legal documentation that my father, b(6) aka b(6) aka b(6) aka Mervin b(6) DOB <REDACTED> with SSN ending in -<REDACTED> is an incapacitated adult. Therefore, any attempt on my part to have my father execute a legal document as you have requested would be in direct violation of the terms of the Trust and the findings of the Disability Panel which were duly processed by the Trust Attorney. I further notified you that the home phone number b(6) was not a viable notification instrument since my father did not have an answering machine and rarely answered the phone. That phone has since been inactivated since he vacated the residence. The email address b(6) is not a viable notification instrument because my father stopped being able to use a computer or navigate online activity approximately 3 years ago. You were previously provided with the documentation necessary to recognize me as the Power of Attorney for a broad spectrum of matters related to managing and maintaining my father's financial matters. If you are refusing to recognize my right to request a change in the NOTIFICATION INFORMATION for the services you provide then I am formally requesting a refund of the \$99.00 payment made in good faith on or around March 17, 2014.

The favor of a response is requested by Friday, May 16th 2014. If I have not received a refund or verification that the Trustee email (b(6)) and Trustee phone b(6) have been documented as the primary points of contact for my father's account, I will proceed to file formal complaints with the FTC, Arizona Attorney General and Arizona Central Credit Union for accepting payment under false pretences .Sincerely,b(6), Trustee for the b(6) Living Trust dated June 27, 2007 b(6) Phoenix Arizona b(6)CELL b(6) Other-Other Update

I was scheduled to renew my subscription to Lifelock on 5-2-14. At that time I asked Lifelock for confirmation of the renewal via email. They said they wouldn't do it. then I asked for it by mail. still no bottom line; Lifelock refused to give me any written confirmation of any kind. This sounded fishy and stupid, so I cancelled the renewal. WHY IS LIFELOCK REFUSING TO GET THEIR CUSTOMERS WRITTEN CONFIRMATION OF A ORDER OR RENEWAL? SOMETHING IS WRONG. Other-Other Update

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Consumer is asking for a refund of \$340.00. --- Topic Description: The consumer called and asked the supplier to not deduct her annual fee of \$275 for credit monitoring which was scheduled to be drafted on May 12, 2014 and the supplier agreed to postpone her automatic payment until June 12, 2014. The supplier took the money anyways and over drafted her account by \$35. The consumer contacted the supplier and they told her that they would reimburse her by the end of the day. The consumer so far has incurred \$70 of fees from her bank. She tried to contact them again to ask that the overdraft fees be reimbursed to her but their lines are busy. She will call back once she speaks to them about the fees if she needs to file a complaint. Expedited refund confirmation number: b(6)Consumer spoke to Jessica today with supplier who told her that they would not be able to assist her with the overdraft fees. Jessica also told consumer that now it will take between 5 to 10 business days before the credit of \$275.00 shows up on her account. No AttorneyNo other agencies contactedProduct/Service: Credit Monitoring

I paid for service that I did not receive. Our first encounter with lifelock we received a promotional item for joining, we never received the item. We had another issue pop up and they said it wasn't covered under the minimum package so we upgraded to the premium package that covers everything and a few things happened I purchase a truck , credit checks etc., And received no alert via email, phone call or text. We had another credit company called credit notify which did alert me about all the situations above and they notified us about and incorrect negative derogatory file on my credit history. I am paying hard earned money for no services. 6/22/2014 We called Lifelock today to cancel our service and they were not cooperative. We asked for a full refund since they did not full fill their part of the agreement in the premium package which was to alert us via text, phone or email or all of the above., They would not offer us a reference # of the conversation, or the full name of representative assisting us. This cancellation should not be so difficult and we should not have to pay for services that were not rendered. Other-Other Update

The consumer has complaint against Lifelock. The consumer enrolled with them and they just warn you against the IDT and don't stop it as it is advertised.

I received a promotion flier in the mail from LIFELOCK. It said if I signed up for LIFELOCK and remained a member past the 30 day trial period, giving the promo code at the time of sign-up, I would get 4000 AMTRAK Guest Rewards Points. At the time I had my phone conversation on 4/3 in which I signed up, giving the promo code in the flier, I was offered an increase in the reward to 15000 Amtrak Guest Reward points if I signed up for a more expensive level of LIFELOCK service, which I did. The trial period was up on 5/3/2014 and I continued a member until 7/1/2014 - this satisfied the terms of the offer I was made for 15000 AMTRAK Guest Rewards points. I was instead given 9000 WYNDHAM Rewards points - not what LIFELOCK promised me. and NOTHING extra for having taken the more expensive membership. I called Amtrak Guest Rewards and was told LIFELOCK had not been their partner since 2013 - this is also what LIFELOCK told me yesterday. This is totally contrary to what LIFELOCK told me when I signed up on 4/3/2014. --- Additional Comments: I should get:1. Preferably the 15000 promised (by LIFELOCK) Amtrak Guest Rewards points.2. Or At The Very Least -If the 9000 Wyndham Points I was given is taken as the equivalent of the 4000 Amtrak Guest Rewards Points I was promised by Lifelock, then I should receive an additional 23250 Wyndham REwards point because of having had the more expensive LIFELOCK membership. This is arrived at as follows: 15000 Amtrak Points I was promised with the more expensive LIFELOCK membership.Minus 4000

points I would have gotten with the Basic (cheaper) LIFELOCK membership and which the 9000 Wyndham points I got are perhaps the equivalent of. The difference between 15000 and 4000 is 11000 extra Amtrak points I was promised by LIFELOCK I would receive with the more expensive membership. The equivalent number of Wyndham points to this 11000 Amtrak point difference I was promised by LIFELOCK I would receive with the more expensive LIFELOCK membership is 23250 Wyndham points.

On January 15, 2014 after having a credit card that was involved in the Target data breach in addition to a breach at the company where our financial planner is located, my husband and I decided that we needed more identity theft and credit protection. The financial company gave us a complimentary year long enrollment in Allclear and in addition, we enrolled ourselves in the Lifelock program at \$20 per month. On July 17, 2014, someone in Mesa, AZ successfully and fraudulently set up an online account with the social security administration (SSA) in my name with all of my pertinent info. I received a letter from SSA on July 28th asking if I had set up the online account. In response, I called SSA the same day and was informed that someone was in the process of stealing my social security check. They had changed the address info to reflect their address. The account was blocked and I was assured that it was now safe and no longer accessible. On July 28th, in addition to contacting Allclear who said they had detected no suspicious activity, I also contacted Myra at Lifelock and inquired why Lifelock had NOT detected the breach where my social security check was potentially at risk. I was told that they are NOT able to detect that sort of breach, but do however provide up to \$1 million dollars to assist in regaining my identity AFTER it is stolen!!! I was also informed that the only time they detect opening of fraudulent credit card accounts under my name is when the accounts are being opened at a company in Lifelock's network!!! This was NOT my understanding of what I have been paying them for the last 8 months. I will be cancelling Lifelock and my automatic payments this week. I felt as if they misled my husband and I into thinking we had a modicum of security when in actuality we DO NOT!! On August 15, 2014, I received another letter from SSA asking that I confirm a request that was made to change the direct deposit designation bank routing info to a different bank. On the same day by telephone I informed SSA that I had not made that request either. I was told that my account indeed had been blocked but the person at SSA that had blocked it had failed to check an additional screen for any pending changes to the online account. As a result, I was urged to go in person to my local SSA office immediately or at least before September 2nd or my September check would be deposited into the imposter's bank account. Today is August 17th and it is my intention to be at the local SSA office first thing in the morning in order to change the current fraudulent bank info back to my correct bank routing info. As of this writing, Allclear nor Lifelock have contacted me regarding this most recent attack regarding my social security check being diverted to another bank account that has been set up fraudulently!! Other-Other Update

RE: UNDETECTED BREACH.. On July 17, 2014, someone successfully and fraudulently set up an online account with the social security administration (SSA) in my name with all of my pertinent info. I received a letter from SSA on July 28th asking if I had requested the online account. In response, I called SSA and was informed that someone was in the process of stealing my social security check. They had changed the address info to reflect their address. On August 15, 2014, I received another letter from SSA asking that I confirm a request that was made to change the direct deposit designation bank routing info to a different bank. As a result, I was urged to go in person to my local SSA office immediately or at least before September 2nd or my September check would be deposited into the imposter's bank account. On July 28th I contacted LifeLock to inquire why this breach had not been detected. I was told that this is NOT the type of protection they provide. Upon checking, I discovered that my credit report does indeed reflect activity related to my bank routing changes, but they never notified me of that. In addition, I informed them that I suspected that the breach had occurred at their company. One of the security questions that were answered in the set up of the fraudulent SSA account was a question posted ONLY on the LifeLock site and never anyplace else!! In addition, when I opened the LifeLock account I was told that unsolicited preapproved credit card offers, etc. would be measurably decreased if not totally terminated. However since I have signed up with LifeLock, the numbers of these items have increased almost threefold and it seems that the fraudulent account may have been set up as a result of my signing up for LifeLock and sharing my personal information. It is too much of a coincidence and let down to continue with the LifeLock services so I requested a refund of the (8) months of \$20 per month fees I have paid, however I was told that they would cancel the account and no further payments would be deducted. --- Additional Comments: FULL REFUND

immediately of \$160.00 which equals the (8) months of payments made to LifeLock for services not delivered.

I order life lock more three months ago and I received a double bill statement for almost two months with no explanation from their website or agents. The cost is 42.27, I was billed for and I was guaranteed a 30 percent discount to 20.99 plus tax. --- Additional Comments: I would like my account Zeroed out and my October bill be 20.99. Plus I want a phone call to conform this adjustment.

Consumer reports she contacted a company called Lifelock. Consumer was instructed to go to her pc and she gave remote access to her PC. Consumer disclosed her personal information including her SSN and credit card information. Consumer found her PC was blocked and called the number on the screen and was charged a fee to remove the malware. UPDATE 9/30/14: consumer called in to elaborate on her story and verify information about who to call jmcaster.

Have been getting unwanted mail from Lifelock. I have tried to call on two different occasions to ask them to take my name off their mailing list but have been unsuccessful. Each time that I called I have been on hold for at least twenty minutes. --- Additional Comments: remove my name from your mailing address

A marketing offer was sent to my home address, received October 7, 2014, addressed to my son, b(6); he died March 29, 2013. My son never lived at my home address; it was only after his death that the two became connected as we changed it as the post office to intercept mail. I contacted LifeLock, spoke to Rachel & Robert, to find out how he got on their mailing list. Robert informed me it was probably a public mailing list. I asked him how it was obtained since my son and my address were never connected until after his death. He had no answer. After my son's death, I sent communication to all 3 credit bureaus to shut down his Social Security number to prevent identity theft. I don't know what public mailing list they could have gotten this from unless the post office sells mailing lists. Thank you. Other-Other Update

The consumer is reporting that she is receiving calls from LifeLock and that she has asked to be removed. Consumer has received calls from Card Services regarding lowering cc interest rates.

I have had their service since 5 11 2009. I have called numerous times over the years to ask why I was not notified, when we had applied for a home loan, car loan, credit card etc. I was always told it was because that lender or vendor was not one they monitored. I called again this past Spring and was put on hold for ever, so I hung up. When I just called and was told that all I have is insurance in case I have a problem, I was furious. This is not what I was told when I started their service nor since then. I was told that I would be contacted if anyone tried to apply for credit under either of our SS#'s. -- - Additional Comments: I would like a full refund going back to when we started with them. \$1152 which is 5 years (60 months) plus 4 months since May this year at \$18 per month.

LifeLock advertised on TV that if you sign up you will get a 60 day trial period. I cancelled after one day and was charged a partial fee. I called and was told that since I cancelled after one day that is why I was charged. I told them that they had a 60 day free trial. She put me on hold and came back after a few minutes. She told me the same reason again. Then she finally said that I would be credited the \$2.66 partial fee and that it would be at the next billing cycle. She then said that it would take about a week. I asked her for a confirmation number and she said that she doesn't have one for this issue. I'm concerned that I was just swept under the rug. --- Additional Comments: would like to have my credit card credited with the \$2.66.

I tried to cancel my service or prevent the automatic renewal. EAch time I called the message said the wait was 18 minutes. I finally waited more than 15 minutes to speak to a reprsentative. When I told him I wanted to cancel my membership he put me on hold again for another 10 minutes. This company is a ripoff and uses fraudulent practices to prevent customers from cancelling their accounts. I requested a new passwod for my online access and never recieved a reply. --- Additional Comments: I want to cancel my service and prevent the automatic renewal.

We registered with LifeLock for my wife since 9/2012 when she (b(6)) lost her wallet. I want to cancel LifeLock and LifeLock customer service gave us a very hard time.They required us to fax them driver license and social security card in order to cancel the credit monitoring account after 16 minutes waiting and 10 minutes search for b(6)'s account.As a credit monitor agency, LifeLock does not even have a secured email so customer can email the information instead of traditional fax style that document can float around in the fax receiving location.I just want to cancel the LifeLock and seem I

am not able to do this and continue pay them monthly. Please help me. --- Additional Comments: I want to cancel my wife credit monitoring account.

Please see attachment of consumer complaint. --- Additional Comments: Unspecified

I signed up for Life Lock in June of 2014 and used my Visa to pay for two one-year memberships. On September 9, 2014, my MC was charged for an additional \$550 which was never authorized. I contacted the company, they said they didn't understand why I had been charged twice and they would refund my MC within 24 - 48 hours. When I did not see the money put back into my account within 7 business days, I called the company again. Lifelock stated they had no record of my previous call. They told me they did not show a charge on September 9, 2014. When I told them I could provide the bank statement, they told me to dispute the charge with my bank as they had no record of it. This is supposed to be an identity theft prevention company, yet they refused to help resolve the issue. At that time, I canceled my membership that I had signed up for in June. I am still waiting for resolution on the \$550 charge on September 9, 2014. --- Additional Comments: I would like my money refunded to my account as soon as possible!

the TRUSTe certificate is no good. when you hit the highlighted 'here' to opt out of emails it does nothing --- Additional Comments: I would like for them to apologize to their customers reimburse money that was taken because the people could not close their account

Agreed to purchase their Ultimate Plus product for my son. Sales agent said specifically that I could set it up for him (he's away at college), and then turn it over to him. After spending time trying, I received errors stopping me, and telling me to call LifeLock. In doing so, I was informed that my son would have to participate in the setup, and would have to call them. This wasn't acceptable, and not in accordance with what I was told. I decided to cancel his membership (only; not mine), and told them that I would then wait for his return at Christmas to do this together. The rep told me that I would still be pro-rated for the bill. As this process was NOT what I was told by the sales agent, this should NOT happen. I challenge this on principal. Tell them to listen to the recorded (?) conversation with the sales rep!! --- Additional Comments: I can wait to get him setup. I should not pay anything at this time for their inconsistent process and communications amongst their employees.

I have the lifelock service. It is supposed to cover me up to a million dollars in a case of identity theft. I became the victim of identity theft. My husband had been opening up pay day loans using my personal information without my knowledge. This activity was never flagged by lifelock even though the companies are very shady and have interest rates over 800%. I contacted the company and was on the phone for 45 minutes and was told I would need the police report so that they could start and investigation. I sent the information and called back only to be told that because it was my husband, they could not help me, even though I did not give permission for the loans and all of my personal information was used. --- Additional Comments: I would like a refund on the money that has already been taken from me and for my name to be removed from all loans that are fraudulent.

I was called last Friday regarding my other BBB charge, called back when I got home. I have also tried everyday since to reach him, with NO luck. And since then they have taken \$8.49 from my card (I'm still in my 60 day trial), someone is taking money for their own pocket (vacation ?), and they won't talk to me. --- Additional Comments: The \$8.49 they took from my card, I'm still in my 60 day trial (NRA-life membership). And the membership ended NOW, I can't trust them. They're taking my money but refuse to talk to me when I call them on a direct line ?, they're telling me to call. (ie: 1-800-543-3562, Cerrita ?).

A few years ago, summer of 2012 ? I subscribed to Lifelock on behalf of my parents. I opened the account for a year because their home had been burglarized. In August 2013 we called Lifelock and asked them to cancel the service and was told they would. In Sept 2011, we were charged \$198.00. We called again, complained and asked them to cancel the service. I thought they had until I received a notice in August 2014 of an upcoming renewal of \$198.00. I called them and was informed I could not cancel because I was not on the account. They refused to believe that it was my card even though I read them the info from the card ending in 0808. They told me b(6) was the card holder. In 91 years of his life, my dad has never even had a card. I told them I would simply cancel my credit card and have another issued to insure they would not charge me again, which I did. but wow! on Sept 20th, my wife's credit card was charged and hers is an entirely different card # than the one I cancelled.. She was livid because she had nothing to do with even opening the account.. Needless to say, we again got my dad to the phone who told them again he never had a credit card and wanted nothing to do with Lifelock. They finally gave us a cancellation confirmation # b(6) and assured her credit card would be

reimbursed by Oct 20th. We questioned why it would take a month and was told, it just would. As of Oct 20th, her card has still not been reimbursed for the fraudulent charge of \$198.00. This is a horrible company to have to deal with and their business practices are certainly in question. --- Additional Comments: We want reimbursed for the \$198.00 that should have never been charged to begin with on 09/20/14 with no further contact from this company. Thank you.

No money exchanged hands; I had to put in \$1.00 to get to this part of your site. This evening I started the application for LifeLock protection. I got to the final part of the application where they wanted credit card information. They had my name listed, no dollar amount, and they had my wife's name listed, no dollar amount. The only dollar figures mentioned were "my savings" because of a promocode I used. I reviewed the data entry windows again and could not tell if this service was "for a family" or "by individual" so I called LifeLock. I finally got the information from them that the costs were "per person". NO WHERE on the application windows was this mentioned, and no "total amount" was provided. If I had not called LifeLock and pressed for answers to my question, I would have been charged twice as much as I thought I was signing up for. Later I found in their "Frequently Asked Questions" section that they stipulated "per person". I consider this "web behavior" unethical and as fraudulent as the people LifeLock says they are protecting me from. There may be insufficient legal grounds to do something about this, but I have to believe many other less discerning people will be caught by this.

I enrolled in LifeLock and added my credit cards with the understanding that if there is any fraud activity I'd be notified. My credit card was shut down by my credit card company when it suspected a potential fraud. LifeLock did not warn me or notify me, zero communication from them. I called LifeLock to ask why and was shocked to learn they don't monitor credit card activity since some companies are out of network. Out of network they explained may be a company that is not part of their monitoring service. This means that I pay LifeLock for a service that they don't actually provide. They tried to reassure me that I'd still be covered by the 1million dollar pledge and their expert lawyers, really? I feel like I have been scammed. They admitted that they have updated their policies due to others also being under the understanding that they don't actually monitor transactions. They tried to spin their service as a back-up insurance. I then told them that technically someone could compromise my identity through an "out of network" or unmonitored source and their part would be to back me up with their expert lawyers. This is bait and switch, slight of hand tactics and I hope there is a class action suit that I can add my reasoning to. Please contact me with feedback. Thank you. Other-Other Update

My father has an account with LifeLock that is being billed monthly using his credit card. He no longer requires their service. I am his POA. When I called on 20 November 2014, LifeLock could not find his account yet had me fax the POA. When I called back on 26 November 2014 to see what I needed to do to follow up on my request, again, LifeLock COULD NOT FIND HIS ACCOUNT!! I have online access to his account and KNOW it exists but they don't use an account number to ID his account and can't find the account using identifiers that change and are not unique to the member's account. After multiple phone calls, the LifeLock member services representative BOB suggested my ONLY RECOURSE was to DISPUTE THE CHARGE with the credit card company. Which I am pursuing but will take some time to resolve. I want the \$14.99 charge that was billed to his credit card on 26 November 2014 refunded and his account discontinued without any further charges in the future. I know his account exists because I can access it online. My father's name is b(6) - I realize there are plenty of people with names similar to his and I can provide more specific information. They wouldn't allow me to use any of that identifying information b/c of 'privacy' concerns. They instead asked for a zip code - which was apparently not correct. My father has moved since opening his account and it is not clear to me which zip code might be the one they are looking for. The reality is that it has changed and they won't allow me to provide other information. They've effectively kept me from closing his account b/c they are requiring bogus information and not unique, stable identifiers. Their service agreement says you can cancel the service by going to the online portal or by calling. When I go online, the only way to cancel is to call membership services. Which got me nowhere. I also have contacted LifeLock using their email address on the member account portal, and via FaceBook on multiple occasions. I have received replies from them that are apologetic and promises someone will respond to my request. No one has contacted me to date (4 Dec 14). No one has contacted me as a result of me sending the POA. Apparently I am not the only one who has difficulty with canceling membership. The internet and facebook is filled with issues similar to mine. I realize \$14.99 is not a large sum of money, however this is being billed MONTHLY to a credit card in my father's name. I am unable to change the credit card that is used to bill on the member portal. Anything you can do to

resolve the situation would be greatly appreciated. My father's online member access id is: b(6).  
Sincerely, b(6) Other-Other Update

Did not secure my credit and have accounts opened in my name for over a thousand dollars. ---  
Additional Comments: To have my credit fixed and to have money refunded to me

I received a e-mail notifying me that next years premium would be billed to my credit card. I called customer service to cancel my service. After verifying my identity he asked me what the nature of my call was. I stated that I would like to cancel my service. He put me on hold for ever and at the twenty minute mark...I hung up. I do not believe anyone was ever going to pick up the line and let me cancel. During my hold there was a tape played that featured numerous people describing identity theft problems. I check on line and there were other people commenting that it is easy to sign up and hard to cancel. --- Additional Comments: I would like to cancel life lock for me and my wife.

I signed up with Lifelock on August 18, 2014 because they made a promise of giving me 10,000 Wyndham Rewards points. To date, they have not complied with that promise, FRAUD, and they will not respond to ANY requests about that. They simply ignore me. I am NOT The only person that they have pulled this scam on, I know other people with the same complaint. --- Additional Comments: I would like the points to be applied to my Wyndham account like they promised.

I started my membership as part of my NRA life membership,\$30.99 month ?. For my wife and I. But since I started,and set-up my ID and password.I haven't been able to get any help by phone or email,have sent them 3 emails to cancell ?,but haven't gotten any help.They keep telling me that my ID and password aren't valid,and to sign into customer care (how can I ?,if I can't even get in !).When I call,all I get is put on hold for 10-15 minutes ?.Doesn't matter the day,or time of day that i call,I can't get through.So why join and pay any money ?,if I'm NOT going to be acknowledged / helped ?.And so I feel that if anything does happen that they could have prevented ?,is their fault for ignoring me here / now. --- Additional Comments: CANCEL MEMBERSHIP, DON'T CHARGE MY CREDIT CARD for services NOT rendered. I'm still in my 60 day free trial period,sothere should be NO charges on my credit card.

On October 1st, 2014 my company changed our benefit plan so that we would no longer be able to pay for Lifelock with a payroll deduction. They told us to contact Lifelock directly to arrange for continued coverage.Prior to October 1st I called Lifelock 3 or 4 times, they said that there was nothing they could do since my account was still active.October 2nd I called Lifelock and was ASSURED by their representative that I needed to do nothing and could in fact do nothing until I received a promo code via mail or email from them. I WAS ASSURED THAT THE DETAILS OF MY ACCOUNTS BEING PROTECTED WOULD NOT BE DELETED IF I RESPONDED TO THE PROMO CODE IN A TIMELY MANNER.December 8th 2014 I received an email with an invitation and a promo code. When followed the invitation link it took me to a signup for new customers. I called Lifelock and three of their representatives confirmed that ALL MY DATA HAD BEEN DELETED ON OCTOBER 30TH.Lifelock is refusing to make this right. Also one of their reps made disrespectful comments about me to a co-worker after she thought I was off the line. --- Additional Comments: 1. Written apology 2. Recovery and submission to me of all data allegedly deleted by Lifelock

I signed up for Lifelock via promotion code TRAVEL41, which offers 3000 US Airways miles for signing up for an annual Lifelock membership. Lifelock has refused to provide these miles even though I contacted them twice and spoke to a supervisor about this matter. I signed up through the following link (<https://secure.lifelock.com/EnrollmentForm.aspx?promocode=TRAVEL41>), which clearly states that I shall receive 3000 US Airways miles for signing up for an annual Lifelock membership. The Lifelock agent claimed that I have to be a member for 31 days, but that is NOT WRITTEN on the webpage for this offer. There is no basis for Lifelock to deny me these miles and violate the language clearly written at <https://secure.lifelock.com/EnrollmentForm.aspx?promocode=TRAVEL41> which promises 3000 US Airways miles for signing up for the membership. This company engaging in false marketing and failing to honor their agreement of providing 3000 miles for signing up for this offer. --- Additional Comments: I want the 3000 US Airways miles that I was promised for signing up for this offer. I do not demand anything other than what I was promised by the offer.

My wife receives Lifelock as a benefit of employment and has had us both covered for three months . After Lifelock's failure to recognize several of my accounts and false credit inquiries I have decided to

cancel their 'service'. --- Additional Comments: This information is provided for someone who does their due diligence before contracting for services.

answered some questions and they are now trying to get my credit card/financial info to charge me. I have sent them an email on 30 Dec 14 that i was not interested and they keep sending me emails wanting excess to my financial institution. UPDATE 02/04/2015: Consumer states that he received an email from someone claiming to be with Identilock thanking him for enrolling in the service, and he will be charged \$12.95, the email has his bank account information. Consumer called the phone number and the caller could not provide him any information on the company or the product and believes this was a scam. GMENDOZA2

First Lifelock is claiming I became a member in 2013.... totally confused on that... Spring of 2014 after receiving my tax return I decided to invest in Lifelock for my family. I was auto deducted a huge payment shortly in that was refunded and the billed again around December for my child?s account. Here we are in January 2014. I received a notice via email stating my annual fee was due for automatic deduction on 2/14/2015. Lifelock had this deducted on January 14, 2015; A full month earlier than I anticipated. To recap I never purchased lifelock in January and the notification was not upheld. I am a single parent who gets no assistance and the weight of the world is on my emotionally and financially. When this charge hit it over drew me. They admitted it is a 'known billing issue and very sorry' and are switching to a new system. This issues been ongoing for a year now. They would not let my banking institute know this was their error so I could avoid an overdraft fee generated by their incompetence. I have canceled my accounts with Lifelock. For company who was supposed to help safe guard my information I just feel they made my life harder. I sat in a restaurant with my child and an over drafted account unknowingly. I was very embarrassed. The customer service man was very nice and felt bad, that empathy was nice. Empathy doesn?t fix their ?KNOWN BILLING ISSUE? or my checking account. --- Additional Comments: I'm not sure there is a desired solution other then they need to fix this billing system and honor the notices they send with dates. This was their screw up - not mine. I don?t want others to do this struggle. The what-if's scare me... What if I didn?t get paid in 2 days and where out of gas or food when they pulled this move. How would I feed my kid or get to work. Lifelock added unnecessary stress and they need to correct their system..

Life lock with drawled \$25.49 from my bank account using my credit card account number, I didn't give them permission to do this!! I have also filed a dispute with my bank pertaining to this matter as well. --- Additional Comments: I demand a full refund to my Credit Card in the amount of \$25.49.

Life Lock debited my checking account \$55.53 without my consent. When I called to inquire about the debit, they informed that that fee was because my daughter had turned 18 and she was considered an adult. I asked to speak to a supervisor, Marcie Gamble, and told her that the fact that my daughter had had a birthday did not give Life Lock the right to touch my checking account. I requested to Ms. Gamble a refund for the unauthorized debit, and I also requested to cancel my policy immediately because I did not wish to continue doing business with a company who I felt had practiced an unethical billing practice that affected me. I also asked Ms. Gamble a refund for the unused balance of my renewal policy which was a debit on October 28, in the amount of \$175.99. --- Additional Comments: I want Life Lock to refund me the amount they owe me for 10 months of unused protection services.

I bought LifeLine Services for peace of mind. I got the medium priced plan (app \$225) I proceeded to give all my account information as needed. I completed my enrollment information. On Feb 1 I received the following e-mail Dear b(6),We were unsuccessful in connecting your financial account with the login credentials you provided to monitor transaction activity for one or more of your financial accounts. We are unable to send alerts to help detect fraudulent activity in these financial accounts. Please follow the steps below to re-enter your username and password in your secure LifeLock account. I had LifeLine call me and they then stated that in order to have that covered I needed to upgrade my coverage from then for additional money. I had NEVER been told, at any previous time, there was any part that was not covered. As I stated I had their coverage for about a month and in the several times I needed assistance and called them, nothing was EVER said about any lack of coverage. This seems to me to be bait and switch at least. I would appreciate your input on this issuePresently, I am in the process of changing my sign-ons, passwords and security questions but they still have my social security number and drivers license information and moreThank you,b(6)b(6) --- Additional Comments: I do not know how cases of bait and switch are resolved. I do know that whatever personal information they presently have will never be erased from their computers

The reps I have spoken to over the last 48 hrs, at least 6 persons. Three of these reps gave me different features in regards one of their products and there is no apology offered and simply a curt attitude from the reps., Erica and Scott, who I dealt with. I attempted to contact lifelock to cancel within a few hrs of upgrading, but this was not possible to be downgraded. I then emailed lifelock and I was informed that I had to contact them over the phone or through their portal. I had sent them the email from my account and thus it is not easy to navigate their website. Just in general, I have found that the persons I have spoken to are not knowledgeable about their products and was not offered any further advise apart from what I had already done to protect my ID after a theft. I even had to ask them should i place a freeze on my accounts and they said that they would recommend this but yet they never told me to do this. --- Additional Comments: I would also like a credit, billing adjustment or I will cancel our memberships. I also want an explanation why your customer service reps are so ill equipped to deal with customer questions involving ID and the reps constantly had to defer to another person for the answer. Your staff seem to be arrogant. The same security questions are always asked and thus this also seems to be a security issue.

Since July 2014, Lifelock has been billing my credit card as 'Lifelock Standard.' I have never signed up for a Lifelock account. I have called Lifelock twice, once in fall 2014 and once today (2/26/2015), to ask them to stop billing me for a service I never signed up for. I also disputed the charges with my credit union, the card issuer, and had a new card issued in 8/2014; however, the charges continue to occur! Each time I have spoken with them, I spent upwards of 30 minutes on the phone only to be told that Lifelock cannot stop the charges because they cannot find the account or the credit card number. (Of course they can't: I never signed up for it.) Lifelock is unable to tell me how they continue to put the charges through and yet cannot find any record of them. I have asked my credit union to reissue my card yet again; however, this is Lifelock's error, and they refuse to remedy it. It's ironic that a supposed identity theft protection company seems to be engaging in identity theft themselves. --- Additional Comments: Refund of all wrongful charges.

Lifelock will only allow their customers to cancel services with them via phone call. I have tried on multiple times (January 10th, January 17th, January 24th and February 28th) to call them where I select the option to cancel service but get put on hold for what they say will be 'approximately 14 minutes'. On all six of my attempts to do this, each time ends up being 17 minutes and then the phone call is terminated. I tried to go through a couple of different options in their menu and each results in the same wait and call termination. I would like to cancel service with Lifelock but they make it impossible to reach and they have very long hold times and the hold music is very loud and distorted which makes it difficult to wait for a live person. I have been putting them on speaker while waiting but the call eventually terminates on its own. Extremely frustrating and unacceptable. I have notified my credit card company to dispute any further charges going forward from their last day of month billing cycle. I was billed January 31 and February 28th but want this to stop. --- Additional Comments: Cancel my services and stop billing me every month.

To the Better Business Bureau regarding the letter I received from life lock February 18 I received a letter from LifeLock saying they did not have a current email address asking me to call them to verify my email address I called them at the number they gave me I was asked a series of questions they were ambiguous questions asking me about different people who live at this address recently they would not define recent I answer the questions and they said that I failed the test questions and now I had to submit documentation proving that I am Who I am If the person asking the question can not define what is ment by the word recent They should not be asking that question.

Consumer reports he is getting calls from a company called Lifelock Investments stating his deceased father has an investement with this company but would need to send money to a third part to receive the funds.

The consumer sigh up with AOL and he believes that they gave his information including his existing cc acct with American Express to charge his acct for services he never agreed to with Lifelock.

The consumer called to report that she received a call from an individual claiming to be from Lifelock stating the consumer had applied for a credit card and then proceded to hang up immedietly.

Practice or Service Involved: wants to cancel service --- Resolution Sought: Refund --- First Contact: Responded to Media AD or Print AD --- Disposition Group/Code: D00 Directly Assisted Complainant/D06 Clmt recd info or explanation fr RB --- NAAG Category/SubCategory: Credit/Credit Related





any problems. When I went to Lifelock to ask that they refund the money that was stolen under their watch, needless to say I was met with extreme resistance. They are telling me they are not responsible for any of the money that was stolen. I feel, if they were really interested in working in good faith with their customers this money should be refunded. Lifelock totally scammed my brother and took advantage of a disabled person by making promises they were not going to deliver on.

:UPDATE-OTHER:

Consumer reports she contacted a company posing as Lifelock and disclosed her personal information.

Consumer states that he was in the process of renewing his account with LifeLock he was pressured into also keeping his wives account active as well. Consumer states that he got pressured with IDT related scare tactics and feels that is not ok.

I have a situation where Life Lock is not cooperating they build my credit card \$18 before I told them they could causing a \$36 MSFC at my bank I got them to reverse the \$18 by my bank said they would have to pay me back \$36 MSFC since it was their fault and I can't get Life Lock to listen to me I need them to see the attached in order for them to investigate reversing the fee I was charged my address is b(6) b(6) Lafayette, IN b(6) b(6) phone number b(6) --- Additional Comments: I can't get Life Lock to listen to me I need them to see the attached in order for them to investigate reversing the fee I was charged my address is b(6) b(6) Lafayette, IN b(6) phone number b(6)

Lifelock, I had a credit taken out in my name by my social security number, I did not ok this and Lifelock said there was nothing they can do. --- Additional Comments: I want full refund for all the years I have been with lifelock, they did nothing for me at all but tell me they could do nothing when my info was stolen

CFPB Issue Type: Advertising and marketing | --- What Happened: I signed up for lifelock through the jetblue.com website for lifelock ultimate plus. I completed the terms for 4500 jetblue miles and lifelock refuses to issue me my miles. Terms where "must be a active member for 31 days". 1st month was free and I paid \$26.99 for the 2nd month. I called lifelock 3+ times asking when mileage would post. Kept on being told different time frames. The last time I called lifelock they told me that I never put my jetblue account number on application and that there was no way that they would or could credit my miles. This is a total LIE !!!! did put my account number down. Lifelock has just decided not to fulfill offer terms. VERY UNHAPPY ! --- Have contacted: CC Issuer --- Fair Resolution: I want my 4500 jetblue miles posted to my jetblue account ASAP !

I purchased an identity fraud service for my daughter last year. I never approved an annual automatic renewal. In reviewing my credit card statement I noticed the charge. I WAS NOT NOTIFIED PRIOR to charge. I called them immediately, to inform them of this, and ask that the \$88.00 be refunded. I was assured it would be. I called again 3 weeks later when I again noticed it was not credited. I was told it takes time. The monthly credit card statement came, and this charge still not removed. I called the company again, and was told it would have to be the "next" billing cycle? Then was also told the refund would be prorated for 3 days of the auto renewal. I asked to speak with a supervisor. She again, explained their next billing cycle practice. I told her I was not responsible for any "prorated" charge, and also noted I NEVER approved this! I am afraid that other consumers may also be subject to this fraudulent process, and don't even notice the renewal fee on their credit card statements. Or they assume, they approved this. I feel this is a huge issue with this company, to prorate charges, never approved. I appreciate your comments Other-Other Update

LifeLock cancellation my membership by email, but I paid 195.33 from my Merrick credit card on 3/16/15. This payment was for a year, but this is cancellation just after two months for no reason. I call and talk to their, but the man said he don't see a payment. I told him am looking at my Merrick bill where they take my money. They take my money of 195.33. --- Additional Comments: This show me at LifeLock can not keep up with my payment they are not watching my checking, SSN, credit card or my background from thief if they can not keep up with my payment.

Cancelled membership yet cc was billed. Called every two weeks to have charge removed from cc, disputed charge etc. Lifelock agreed that I was correct after three months of dispute and said would reverse cc charge which they never did, I had to pay cc company. Lifelock then said so sorry, we will send you a check for \$275.00, which I have not received in a month since notification. Now Lifelock says they sent check and it will have to start process over. Given that they advised continually that my cc charge would be reversed and never was I do not believe that a check has been issued or sent. --- Additional Comments: Refund \$275.00, soonest

On 5/20/15 I had filed a complaint against Lifelock ( complaint # 10632925) I had been contacted by Lifelock & had spoken to a mgr. regarding the issues in which I get an alert that notifies me to add my financial credentials & issues relating to it & had gotten such issues several times within the past yr. The mgr. & I was working on the issue & I had to leave for an appointment so I informed her I'd call her back at my earliest convenience. Yesterday I had called & the mgr. was at a meeting so I had spoken to Ms. Morgan ( another mgr.) who couldn't find notes relating to any updates regarding the troubleshooting we had done so far so she notified the mgr. I had called & I would be called back after the meeting. Ms. Morgan did call back to inform me that I would be called back today (the 28th) after 12pm as I had instructed & as of 3:24pm EST I had not received a callback. I called Lifelock to get the status of the callback & at 1st I was told I would get it in 24-48 hrs & when I informed the rep that it was scheduled for today was informed 'I don't have any info on that. It seems that I cannot get the support needed even if I do as I'm instructed & while I realize others do have schedules, when a call is promised, they should follow through. --- Additional Comments: My desired outcome would be to get the support needed to resolve the issue & if the person assigned to handle the case isn't available then for someone else who is to take over.

MAIL: Complaint forwarded by the Office of the Indiana Attorney General: Consumer writes that Lifelock is advertising on television again.

Consumer is reporting that Life Lock did not assist her well in her identity theft situation. She states that they allowed this person to steal her identity and did not notify her of the situation.

I got a call from the real LifeLock company and was asked to call for a legitimate reason and to call 1-800-lifelock. I called 1-800-LifeLok and should have called 1-800-LifeLoc and the person I spoke to said I was a fortunate recipient of a \$100 retailer gift card if I would verify my address and credit card information. I thought I was speaking to the real LifeLock and gave this information but immediately realized this was a scam and requested the \$4.95 be cancelled from my credit card and was sent to speak to another supervisor. He was not compliant with my request and put sales representative back on the phone who continued to refuse my request and I got angry and loudly stated to cancel the charge. He said he would put me on hold to cancel it. The call was lost so I immediately called my credit card company to close account and called the real LifeLock to report this to them too. This number is using LifeLock to scam people 1-800-543-3565. Other-Other Update

Consumer called Lifelock today to get info about their service and is told she already had an account with them in 6/1/2012 and was closed in 1/1/2013. Consumer had never opened this account altho it was paid, she was refused any info about the party who used her info. Consumer has a IDT file b(6) but insists on filing a complaint against Lifelock.

My son's identity was stolen last year through government agencies known as The DDA (Developmental Disabilities Administration) and Service Coordination Inc. As a result Service Coordination Inc. enlisted/engaged LifeLock with a free one year subscription to all Disabled Clients. Now my son is ASD and he has the mentality of a 3rd grader at the age of 26 years old, so I set up his free one year account and I called LifeLock to ask them to stop calling my house. They refuse to, they told me they will call and call because there is nothing I can do about it. My son even verbally gave them permission to speak to me and that didn't work. They even started asking my son personal questions at which time I grabbed the phone from him and told the lady I am the one who set up his freebie and we wish for them to stop calling us because we will not be renewing at our expense. She then proceeded to ask me if I paid his bills, etc...to which I snottily replied yes ma'am I do, I am his reppayee and his power of attorney and I set up ALL his accounts and pay ALL of his bills to which she stated she would need said copy of POA, which I mailed out to their Arizona Corporate address on 13 May 2015 but they are still calling me. I kept

I called life lock on 6/5/15 and spoke with Shirley and Eddie at b(6). I canceled my membership with both of these people and Eddie confirmed my cancelation and told me I would no longer be billed. I was sent a text letting me know of the cancelation. Today I logged onto my bank account and was charged for the next month. I called life lock and spoke with Lacy. Lacy was very rude and told me that when I called in it was only documented as do not auto renew. I told her I canceled my membership and I was charged today. I would like a refund and a email be sent to me showing that I canceled my membership when I called in on 6/5/15. She told me she could not do that. I asked her if my

conversation was recorded on 6/5/15 she said yes. She said se would issue me a refund but it would take 3-5 days. This overdrafted my account today. --- Additional Comments: I would like my refund plus interest paid for not receiving my refund back on the same day. I would also like life lock to pay the \$35 overdraft fee. I am also requesting the correct documentation of my cancelation on 6/5/15. Lacy informed me the conversation was recorded. I know I said several times I would like my membership canceled and Eddie confirmed it was canceled. The time of the call was at 11:50A.M. I would also like the proper documentation showing that all my personal identity information have been removed and life lock no longer has access to view. Life lock also needs to re train their employees to be more nice on the phone.

LifeLock has reported that the TransUnion Credit Bureau decreased my credit score by 35 points from April 27 to May 27, 2015, based on scores received from TransUnion (credit reporting agency), which is one of three major credit reporting agencies. My membership with LifeLock includes monthly monitoring of my credit score. I contacted TransUnion, 2 Baldwin Place, PO Box 1000, Chester, PA 19022( Telephone No. 800-916-8800) and was informed that my credit scores were not reported to LifeLock, which is considered a third party. With TransUnion my score is in the 93% category and is considered 'excellent'. The score that LifeLock indicates on my report from this company puts my credit in a lesser category, which is detrimental, if shared with outside sources. LifeLock insists that the decline in my scores reported by its company is based on scores received from TransUnion, which this company denies. LifeLock states that its scores are based on TransUnion's 'Trans Risk Scoring'. Iris Cooper, Supervisor at TransUnion, verified that no such Trans Risk Scores are provided to third parties and did not know of such scoring. She indicated that to the best of her knowledge her system did not have a way to track what my previous credit scores were prior to our discussion today. Therefore, I was unable to determine if my credit scores had declined for the period of April 27 through May 27, 2015, in accordance with TransUnion. However, she assured that the 93% category was the top level of the credit range which contradicts the negative information provided to me about my credit score from LifeLock. Please investigate this issue and find out if TransUnion did provide this lower category score to LifeLock and whether LifeLock has the right to report such negative credit scores, using TransUnion as its source. --- Additional Comments: I am requesting a monetary sum of at least \$50,000 for the pain and suffering and sleepless nights that this matter has caused me due to being concerned about my credit worthiness being damaged. I am a senior and have worked all my life to have excellent credit and the reporting from LifeLock that my credit worthiness is on the decline is quite depressing for me since I see no basis whatsoever for this to happen. I want LifeLock to immediately stop reporting such derogatory information about my credit whether it is being reported directly to me or not. Under no circumstances should this kind of report or decline be made a matter of any records since it has no factual basis.

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My poor brother passed away in Feb. and he had paid LifeLock quite a bit of money for identity theft protection. His account was hacked twice in December and money was taken from his account. LifeLock did not notify him of this and his social security number was stolen and someone has tried several times to open credit cards in his name. LifeLock never has said a thing. I recently tried to file a claim with Lifelock, it was denied, even though my name was on his account. False advertising at it's best! --- Additional Comments: They need to refund the amount that was stolen while my brother's and my account was under their watch.

After canceling and putting my father on a no contact list in February, Lifelock contacted my father by letter stating 'we want you back'. My father fell for their fear tactics and signed up on 6/14/15. The receipt from the website stated that \$0.00 would be billed to his credit card today. Despite that, they billed \$219.89 on 6/14/15. When I called on 6/14/15, I was told that they would not talk with me because they did not have POA papers (which I had submitted back in February to get it canceled the first time). When I explained further that They had contacted my father even though he was on a no contact list, and coerced him into signing up again, they put me on hold for over 45 minutes. When I gave up and contacted them again, they did the same thing, leaving me on hold for over 30 minutes before telling me that they would not do anything about the charge or canceling the membership. --- Additional Comments: No contact by this merchant and a refund of the purchase price.

I've had an issue with Lifelock in reference to adding my financial credentials in order to receive alerts. The issue 1st occurred in September of last year in which I was informed on their website to add my credentials for Chase & after signing into Lifelock there was a connection error as well as another message which said the login credentials for Chase was invalid even though I was able to sign in from my computer/smartphone to view my account. I was told to contact Chase who informed me the issues was on Lifelock's end. I was finally able to add the account & everything was fine until May 2 in which I got 2 emails regarding adding the credentials & called regarding the issue & was finally told someone would call in about a wk. & was told that Lifelock doesn't call regarding issues when I called again then spoke to a supervisor who promised to look into the issue & call me back in which neither he nor any other representative called. I called a few times & each time I was told to wait a wk. including today. --- Additional Comments: My desired outcome would be to have the issue looked into & since I'm promised a callback, at the very least get an occasional one regarding the status of the issue as well as having it resolved in a timely manner.

NOTE: These comments are received through a mobile device in response to an unwanted call the consumer has received. --- This is the fourth or fifth call I've received from an alleged American company offering grants but, the person at the other end is OBVIOUSLY not American.

The consumer has a complaint against his service for ID Theft, LifeLock. There were two accounts opened with Capital One and Bank of America Debit card and the consumer was never notified by LifeLock.

The consumer states she is on the DNC and is still receiving calls, 27 calls in one day from different companies, Medical Alarm System, Lifelock USA. Consumer also received a package from Medical Alarm System.

Life Lock: The consumer is with Life Lock and she was told to monitor 24/7 and on the FTC site it says that they only do it during business hours. She doesn't know how much she had paid them so far.

Consumer is calling because he signed up with Lifelock for \$109 dollars a year.

I have had LifeLock protection/surveillance services since May 2014. It was paid for by my Dr. who had a breach in his files. May 10th of 2015 I phoned LifeLock to ask about their renewal that I'd received by mail. At that time I spoke to Allison & asked her to mail a copy of my acct. summary/history/events. She said that they are NOT able to send it. When I asked her to look at her screen to see if there was any breach she told me, 'yes. On 6/10/2014 there was an incident where your mother's maiden name, SS#, & email address was sold on the Black Market'. I received NO written/phone call from them notifying me that THEY'D allowed that to happen. Furthermore, I mailed a written request to LifeLock dated

May21, 2015, asking for all the details they have re: this breach. I recv'd NO reply.I phoned on 6/3/15 & spoke to Rebecca & John, one was a supervisor who told me I am NOT entitled to have any summary/details of the breach of my personal info.THIS IS MY PERSONAL IDENTITY INFO. THAT LIFELOCK WAS BEING PAID TO MONITOR & ALERT ME OF IF ANY NEFARIOUS EVENTS OCCURED!This company has not performed as contracted to.It did not provide the promised service whatsoever.It is deceptive & allows one to believe that they will take action immediately.And...It has let my private identifying data be loose for over a year. --- Additional Comments: 1) I want a copy from LifeLock of all & every fact involving this BREACH of my private & pertinent data leak.2) I want dates, AND...exactly HOW THEY KNOW that it was 'sold on the black market'.3) They need to fix this.4) They owe the annual service fee back to my Dr. who paid for it.

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i am in question of this service solitator. first off it seems to offer empty protections, such as other mailings of credit information and credit report information which can be recieved free of charge. another reason is they are asking for my ss #. next I do not have a valid address on them. i also think they are networking with a creditor called Rise. i viewed these lifelock folks on line and as I did Rise credit calls, who demands a 200 % return on thier loan offers ( which i took that complaint to another department).This call is a red flag of operating together me. who are these gangs and why do they think they can operate? i want them stopped. i think email solistating was happening too. the logo for BBB can be reprinted on anything i my eyes, plus just maybe the BBB is part of these fraud attacks too by now. i was given an online address to this lifelock group it is LiefLock.com/mail and my promotion code isLIFEGJ .no thanks and stop these operatives? Other-Other Update

The consumer has a complaint against LIFELOCK ID theft protection service. They are asking for her personal info over and over. The consumer states she has paid them for 2 years, but they are not doing anything to help prevent the ID Theft. UPDATE 08/24/2015: Consumer is calling to get more information on report. LValenciaUPDATE:10/27/15 Consumer states that she has ordered a product from an ad on the news paper and she has not received it as of yet.MMIRANDA

I signed up with Lifelock for identity Protection for my family and myself in hopes of protecting and maintaining. One of the services Wallet Protection was a sure thing, since I have allowed Lifelock access to my family information and my own personal information I have had my wallet stolen and reported it to lifelock, I went through the process and waited for the papers and new documents in the mail like they portrey will be taken care of in their sales pitch. It has been almost 90 days since this theft and I have had to recover all of my lost documents and account information on my own. Lifelock made little attempt to recover the property and/or make contact with my banking institutions and insurance companies to have new documents sent to me. Their insurance policy stases there is a 90 day period before the original coverage will lapse and I was near the deadline, I had to make the remark that I would file a complaint with the FTC if they did not act on behalf of their promises to fullfill their Coverage and then made a request for the return of my payments. they continued to say I owe them a recent payment and I told them I would not send payment till their coverage was covered as promised. End result they have all my information and I payed for Premium service but was never covered by the services I payed with my hard earned money, they also said they would not be responsible for any identity issues at all. This is a scam to gather personal information and gain capital then never honestly give coverage, the credit report is one credit report not continual as presumed in their text. this service and its alerts are minimal and they have no intention of doing any leg work to fix issues. I never recieved compensation or assistance but a monthly ccredit update.

EMAIL Forwarded from the FTC to the DNC email box. Consumer did not provide complete contact info. Consumer copied the FTC on an email he sent to Lifelock cancelling his account with them. Consumer says he has been a member for more than 5 years, and feels they made false claims about protecting his credit based on the fact that he opened a new credit account and bank account weeks ago and has never received any norification of activity from Lifelock. One of their major selling points is that a member would always receive notification when a new account was opened. Consumer also has monitoring service with CSID, and they did notify him of the new activity. Consumer has requested they stop charging his bank account for the renewal fees, and delete all of his info from their system, leaving no traceable electronic footprint.

My mom passed away 3/30/2015 and I am successor Trustee of her estate. She paid \$247.50 on 11/24/2014 for a year subscription. I am trying to get a refund for the 8 months remaining on her account. (April -Nov 2015). Lifelock was originally going to process the refund via a phone call, then I had to fax them a copy of the death certificate and my acceptance to act as Trustee. Then they wrote and said I needed Power of Attorney, which is not a valid request when the person is deceased. I called and got little satisfaction. They actually told me I was free to complain about their company to everyone I knew. I sent them a copy of the trust, the acceptance to act as trustee, a death certificate, a copy of my drivers license and a letter requesting the refund and had all of it notarized. I have heard nothing back from them on the last letter which was more than 7 weeks ago. --- Additional Comments: I would like to receive a refund for 8 months of unused service. That would be from the date of death (3/30/2015) to November 24, 2015. That would be roughly \$165.00.

I am a long-standing customer with Lifelock. At one time, I received outstanding customer service from the company, but something has changed. Starting on July 4th, I started having connectivity problems between Lifelock and Fifth Third Bank. I worked directly with the bank and had the manager ensure

that I could connect to my account and then we successfully connected using my user ID and password at the bank. The connection went through and erased the error and connectivity issue from Lifelock's system. But I would always get an email the following day from Lifelock telling me that Lifelock could not connect to the bank. It became Groundhog Day over and over again. I finally stopped connecting, knowing that the next day it would come back as not connecting. I have requested tickets to fix the problem b(6), and some others that were dropped from the system). I have requested follow-ups to no avail. I was able to talk to one employee who told me that Lifelock has a glitch in its system right now regarding connectivity issues with some banks and mine was one of them. The problem is that this is going on a month without any fix being provided or offered. --- Additional Comments: I am hoping that I can talk to somebody with Lifelock who knows what they are doing. I end up talking to many younger employees who read from a script, but they don't have the experience to deal with this type of problem. I want to work with somebody at the company who will honestly tell me that the company is having a problem connecting with my bank and then tell me where they are in the process of fixing it, providing me a telephone number I can contact regarding my specific problem. I do not want to talk to new hires who don't understand the problem.

My wife passed away on January 27, 2015. She had a lifelock membership that she got on 9/25/2014. I called Lifelock to have her account cancelled in either March or May of 2015 as it was no longer needed. I was told that they could not do that without a death certificate. I was a bit peeved because my name is on the checking account too. I finally cooled down a couple of days later and sent the death certificate with a request to terminate the account. I thought all was well and good. Today while checking my wifes email accounts I see a bill pop up in her email for Lifelock renewal. To say the least, I was a bit miffed and called them. They acted like I had never sent the death certificate and told me that they could not cancel the membership. I informed them that I will call the bank and get the auto-renewal stopped plus I would be reporting them to the FTC. I feel that this is deceptive and underhanded. Thank you very much and I feel better getting this off my chest. - b(6) Other-Other Update

On August 22, 2015 I contact Lifelock regarding cancellation of membership after several question about why I wanted to cancel. I explain that I do not want the Lifelock anymore plus they send alert about charges, payment and can not even to who or what the payment was for. They informed me that they will have to due research to finger out the amount of refund and someone will get back with that information. So August 29, 2015 I contact then again regarding the refund Mason informed me that they refund has been return back to credit card ending with 5226. I said to Mason why would they refund the money to credit card without notify me the amount and verifying with me if the credit card is still validate. I explain to Mason that they need to pull the refund back because that card is no longer validate. Mason informed me that he made anothe rrequest to bill department to review the account and research the refund. I requested Mason please put in the notes that I would like call to informed on the amount and how the plan to refund the money to me. Please investigate the ALL the product and services and ensure that they following United States Federal Regulations.TOPIC:Referrals

I have tried contacting customer service at 1800-608-1795 and 1800-543-3562 8 times. I was only able to get through the call prompts twice. I got operators James and Juana who both claimed they couldn't hear me and hung up. I've tried calling on 3 different phones at 2 different residences. I've tried called at 11am and at 730pm. There is no customer service. I got ahold of an online representative, Jessica, on the sign-up website who would only refer me to call the same phone numbers. I've sent a contact request which hasn't been returned. I want to cancel my membership. I will not do business with a company that provides no customer support. --- Additional Comments: I want my membership cancelled. I would also like a refund on my August membership fee since I am not receiving acceptable customer support from anywhere in the Lifelock Company.

I am a victim of identity theft and fraud. I have been a Lifelock "Ultimate" Member since March of 2015. To date, I have yet to receive the services they guarenteed and promised. I have been calling Lifelock to report my identity theft since May of 2015. They told me that I did not have enough evidence to report "identity theft" and refused to start an investigation because all my suspicions were based on "identity fraud" vs "identity theft". It is now September 2015 and thanks to Lifelock's false advertising, I am jobless, homeless (staying with a friend) and left with absolutely zero answers regarding my identity. My identity theft destroyed my life and I am at a standstill in filing my identity theft report with the police because I am still getting the run around from every person or company I call. No one will confirm my identity theft making it hard for me to go to the police with anything solidified. There are

people coming in and out of my apt and taking copies of all of my identity documents and I want to know who they were/are. I paid Lifelock for their services to insure and protect myself when I started suspecting fraudulent activity within my accounts. They made the entire situation worse by allowing me to think my information was being protected when it wasn't at all. I now have no identity theft insurance and no investigative services which I desperately need. Ironically, they are still charging me for their services. I haven't cancelled because I desperately need identity theft insurance and still fighting to receive the services I paid for. I believe my identity theft and fraud has to do with the OPM breach but I cannot confirm that because I don't have the money to hire an investigator and all of my information is being hidden from me. I either lost access or had to close all of my email accounts and I believe that I had old social media accounts reopened under my name without my knowledge. Lifelock was supposed to be monitoring my online identity as well. This company shouldn't exist because my experience has led me to believe it is nothing but a big scam. The struggle is hard enough for identity theft victims. The last thing that needs to be added to this struggle are fraudulent identity theft services and/or misleading identity theft guarantees. I also believe that my previous employers were involved which is why Lifelock hid everything from me but again, I have nothing but suspicions and stacks of suspected fraud across all my accounts. I can't even get another job because I am staying with a friend in an area where you need a car to get anywhere. I am completely defeated and extremely mad that I chose to rely on Lifelock in anyway at all. They made the situation of my identity theft and fraud extremely worse than it needed to be.

Consumer stated she was a member of LifeLock since Feb 2011 to June 2013 and as a member there were attempts made to use her identity. Consumer was under the impression that her information would not be used at all. Consumer disconnected call before info could be gathered.

The consumer had Lifelock and even with their services she had identity theft.

My wife and I signed up with Lifelock several months ago believing that Lifelock would protect us from identity theft, as they advertise. On September 24, 2015, Lifelock notified us that my identity had been used to secure credit through Comenity Bank and PayPal to purchase \$1,054 in products on September 22, 2015--two days before Lifelock notified us. This is NOT protecting us from identity theft if all they do is notify you after the fact. It was our understanding that Lifelock would STOP this type of activity, not just let us know two days after it had already happened! Today Lifelock had me on a 3-way phone call with Lifelock, PayPal and myself talking about what charges had been made to my credit, but they are not doing anything else. Lifelock says I have to notify the credit bureaus and write a letter to PayPal myself, disputing the charges and telling them that they are fraudulent. Plus this is considered a "hard" inquiry into my credit, potentially lowering my credit score, so I have that to deal with when I thought I was paying Lifelock to block all this from happening! This afternoon my wife looked Lifelock up on the Internet and found that the FTC has been involved with them for false advertising of their services since at least 2010. Had my wife and I known that we would not actually have our credit protected, and that we would end up having to put fraud alerts on our accounts after the fact, and still deal with identity theft happening, we would not have bought Lifelock. I feel like Lifelock has defrauded us as well. All they did was give us the phone numbers for the credit agencies and the address for PayPal, and we have to do all the work. We have to write the letter to PayPal. We have to notify the credit bureaus to put fraud alerts on our accounts, and we are wondering what did we pay for because how can Lifelock call being notified 2 days after the fact identity theft protection? We're writing the FTC to let you know that Lifelock evidently hasn't changed a bit. I wonder how many other people are paying for Lifelock, only to find out they don't have any protection at all? And they keep advertising on the radio and everywhere that you can protect yourself from identity theft through Lifelock. NOT SO. I'm hoping that letting you know about this will give you a little more muscle in forcing Lifelock to either do what they say do, or at least refund us all the money we paid them... for NOTHING.

Consumer is reporting that she got a call from someone posing as Lifelock asking about her account, then they told her she won a \$100 and she knew it was a scam.

I have had life lock for the past 8 years. Me my husband and my daughter who has down's syndrome she is 28 now. I had a problem with someone using my husbands name for a job. Luckily the job was a government job and they had a breach so they sent my husband a letter for free credit monitoring thru AllClear PRO well we called life lock thinking we were covered and found out we had to do all the work. they couldn't help but they could tell us what to do. I have never been so mad in my life. I

always paid on time for 8 years, but when I needed help no help was coming from life lock. We tried to get a hard copy of my husbands work history from the social security administration we found out that cost \$134.00 ok at least our million dollar insurance with life lock will cover that. NOT this is the worse scam I have ever been involved in. Life lock only dodged calls and left us on hold until we eventually hung up. I'm so mad to be taken advantage of like this for so many years. --- Additional Comments: I want all my money back. Because life lock had no intentions of helping us. As long as there was no problems and we kept paying everything was ok but once we had a problem they left us flying in the wind to try and figure it out ourselves. They should be ashamed.

LifeLock requires an automatic draft of yearly membership fee. That usually occurs on Sept 8 of each year for my account. I spoke with a rep named Jonathon on 8/14/15, requesting to cancel the account because I am struggling financially and knew I would not be able to afford it at the time of automatic withdrawal. He assured me that I did not need to cancel my account, that they would 'work with me' on the payment. He told me he could have it 'delayed' for 54 days from the billing date (Sept 8) and that I could call back and get another extension if I needed it, so that I would not have to cancel my account. Turns out they took the automatic fee anyway on Sept 8 and my checking account has been overdrawn. They gave me the following settlement options: giving me \$5 per month until fully refunded, a full refund and cancellation that would take 5-7 days, or an immediate refund at a pro-rated amount, deducting from the renewal date. I settled for a full refund and waiting the 5-7 business days. --- Additional Comments: In addition, I was put into overdraft because of their deduction to my account and was charged a \$12 sweep fee.

This company makes harassing calls to my personal cell phone at least 3 times a day for a month now. I answered one of their calls today and spoke to Rebecca (badge number 11505667 or 11565667) who is the Floor Manager for Life Lock and told her to please remove my phone number from their database. She refused to do so but wanted all of my personal information instead. When I asked her from her last name she refused to give it me. I have never done any business with Life Lock and yet they harass me with phone calls everyday. I want it to stop and I want it to stop now. --- Additional Comments: I would like them to stop harassing me by calling my cell phone every. I have never done any business with this company and I don't know how they got my phone number.

I have been trying to cancel my account with them and the system is not letting me. So now I have been charged for an extra month, and still can't cancel. --- Additional Comments: Refund and account canceled

I received a letter from LifeLock encouraging me to rejoin and receive 30 days free and a \$25 MasterCard prepaid card. The terms of the prepaid card promotion required enrolling in LifeLock by June 24th and being an active member for 31 days after enrollment. Well, I joined on June 7th using their promotion code, was an active member for 36 days, and was charged for services after the 30 free days of membership. The terms of the offer said to 'allow up to 8 weeks for receipt of your gift card.' It's been 11 weeks since meeting the requirements of their promotion, but I haven't received the promised \$25 MasterCard prepaid card nor have I heard from LifeLock in any way regarding this. --- Additional Comments: Please send the \$25 MasterCard prepaid card as was promised in your letter.

CFPB Issue Type: Fraud or scam | --- What Happened: My father, whose name is b(6) passed away on January 6th, 2015. He had an account with LifeLock for himself, as well as my mother, b(6). The monthly fees for my father's account were deducted from his Wells Fargo checking account every month. I am the executor of his estate, so since his death I have been in the process of straightening out his account. So when I learned that LifeLock was debiting his account, I contacted them on April 6th, 2015. I initially spoke with Lexi Ramires. I let her know the situation, that my father had passed away and I wanted to close his account as well as that of my mother, b(6). She requested the death certificate and a copy of the Executor Short Certificate, which I faxed to them. I requested that they credit back his account to date of death, I told them I would be closing his Wells Fargo account, which they were debiting every month, and I gave them my contact information. I followed up with phone calls, never reaching the same person twice. When I called again and spoke with a supervisor, I was told that they would need to refund the money back to the Wells Fargo account, which I told him was already closed. I followed up with them, and they said that they would need to wait until the money came back to them, and then they could take the next step. No one ever called me back, I was always the one to call them, except for one time. I then called to find out the status, and they said they were still waiting for the money to come back to them. Then I called, and was told that they couldn't tell me anything, because they would need a copy of the Executor Short Certificate. I told them that I had

already sent that, and they said that they didn't have that, only the death certificate, and I sent it to them again on the 16th of June, 2015. On the fax, I stated that "Here is another copy of the short certificate from the state of New Jersey, stating that I am the executor for the estate of my father, b(6). You cannot refund that amount to his Wells Fargo account, because it is closed. Please mail the refund check to me at the following address." Then, I waited, I called again, I asked to speak to a supervisor, and then I was told that they had my documentation, contact information, and mailing address on file. I asked when I would receive a refund check, and they said they didn't know. I kept asking in various ways, when I could expect a refund check, how long it would take, and they said they had no way of knowing. I asked them who could I speak with who could give me that information, and they said they didn't know. That's the last I heard from them, and now I'm calling you. They also need to refund any money charged on behalf of my mother's account, which was also closed at the same time. I asked them what was owed to my mother's account, and when could they send me a refund, and they told me that they couldn't give me any information because I had no authorization for that account, even though they had closed the account when I asked them to do so. --- Fair Resolution: To promptly refund the entire amount of money owed on the accounts to my mother and father, and to change their customer service policy to be helpful and not obstructionist

I signed up for Lifelock just for a point system through a 30-day. I called like a week later and told them I didn't want it. That I wanted to cancel thinking that me calling would be fine. They took money out of my account for this month. I'm on affixed income, please help me. --- Additional Comments: To put the money back in my account.

I have been a member of Lifelock for a number of years now; I pay on time, automatic debit on my credit card, and generally am satisfied with their service. However, I recently reviewed my information on their website and noticed that Lifelock no longer carries the program I am and have been--paying \$13.50 a month for. The service I carried for \$13.50 a month was called 'Command Center.' I called to complain, and a woman initially answered--she got my information, then put me on hold to 'check on,' my concerns, only to disconnect me. I called back, and spoke to a gentleman who eventually switched me to the current program called Standard at \$9.99 a month. My complaint is as follows: I was not informed of the replacement of 'Command Center,' with 'Standard,' and this switch apparently took place way back in July, 2014. I received other emails, about sex offenders, etc..but nothing about this. I ended up paying \$13.50 a month for a service that was discontinued and replaced with a service for \$9.99 a month, and have been paying more for roughly 14 months. I asked, and the service I was paying more for (Command Center) actually gave me LESS PROTECTION than the one that replaced it!! So, I paid more and got less coverage! --- Additional Comments: I would like to be reimbursed for the difference I paid extra for over the 14 months, at a minimum. \$49.14, and a month free would go a long way to restoring my faith in Lifelock and establishing their goodwill towards me here. I have been a loyal, solid paying customer for years now, and feel that is a fair settlement at minimum.

On Sept. 2nd I signed up for a free 30 day membership of your lifelike services ([https://secure.lifelock.com/enrollment?promocode=OND30&UID=CD195174&cid=aff\\_OND\\_CD195174\\_599644\\_-\\_auto&ClickID=azos0r0vs5wrsp9yn0lrpvvs0ankltowzlnl](https://secure.lifelock.com/enrollment?promocode=OND30&UID=CD195174&cid=aff_OND_CD195174_599644_-_auto&ClickID=azos0r0vs5wrsp9yn0lrpvvs0ankltowzlnl)) I called and canceled them within the 30 day trial period posted on your web link. This was about 5 days after I tried the service. When I called to cancel why asked why and I explained I did it just for the free service for 30 days. They told me the cancelation was taken care of. What really happened is they future dated my cancelation to 31 days out so they could charge me \$29. Talk about shady business practices when I just explain to the operator on why I wanted to cancel, and that I was doing it for the free trial. The next day I noticed they charged my AMX card \$29.99. My next day off work I had to waste my time trying to get my money back and no one would take care of this for me. I even posted the web link above which leads you through this shady process. I guess they canceled my membership for real this time and credited me back \$2 of the \$30 I paid. Its sad that a company like this has shady practices in business and most customers don't even know what they are doing to screw them over. --- Additional Comments: Refund all my money and compensate me for all my time you wasted.

I called and emailed to cancel the automatic renewal service. I received confirmation that the service had been cancelled, but a few weeks later, my credit card was charged anyway. I called twice more to ensure the service was cancelled, and each time the company confirmed my service was cancelled and I would receive a refund. This still has not happened. Additionally each time I call and select the cancel service option, I am placed on hold for in excess of fifteen minutes, while testimonials run. But if I hang up and select billing options, my call is answered right away. This is an obvious manipulation to

make the cancelling service more difficult. --- Additional Comments: I would like a refund and cancellation of service.

I signed my son up for LifeLock under the promo code M-CM-'M-BM-^@M-BM-^\\ADDFAM.M-CM-'M-BM-^@M-BM-^] This states that the person who has the main account will receive a \$50 rebate card. I signed my son up in June of 2015. I first followed up with a phone call in July of 2015 and a representative stated that I would receive the card in Aug of 2015. I then followed up on Aug 14, 2015 and a representative told me I should receive the gift card in Sept. There was a delay in processing the card. They apologized for the delay. On Oct 9 I spoke to Brenda. She informed me there is still a delay. She didnM-CM-'M-BM-^@M-BM-^Yt know why people were giving me misleading information. She told me I should definitely receive the card by Oct 30st. I called Oct 30, and spoke to supervisor named Mark. He informed me he doesnM-CM-'M-BM-^@M-BM-^Yt know why I did not receive the call and doesnM-CM-'M-BM-^@M-BM-^Yt know why people have been lying to me. He said he canM-CM-'M-BM-^@M-BM-^Yt get a hold of his supervisor. He also said all he will do is send another email out to the team who handles the rebate cards. I then said, M-CM-'M-BM-^@M-BM-^\\IM-CM-'M-BM-^@M-BM-^Ym contacting the better business bureau.M-CM-'M-BM-^@M-BM-^] Mark then said,M-CM-'M-BM-^@M-BM-^] His manager Jerry is available.M-CM-'M-BM-^@M-BM-^] Spoke to Jerry, he informed me, he also doesnM-CM-'M-BM-^@M-BM-^Yt know why I didnM-CM-'M-BM-^@M-BM-^Yt receive the rebate card yet. All he will do is send another email out. I then told him that is unacceptable, and IM-CM-'M-BM-^@M-BM-^Ym contacting the Better Business Bureau. Jerry then promised me he would call me back by close of business Oct 30th as to the status of the card. Jerry refused to give me the contact information of his boss.Nov 2, 2015. I called Christopher who said, Jerry is out of the office and there is no supervisor. I told him his misrepresentation is unacceptable and IM-CM-'M-BM-^@M-BM-^Ym reporting him to the BBB. Then Christopher put me on hold and Jerry answered. Jerry did not have a response as to why he didnM-CM-'M-BM-^@M-BM-^Yt call me back or the status of the rebate card. Jerry said he can only send emails out to a department. I informed him IM-CM-'M-BM-^@M-BM-^Ym reporting him to the BBB; IM-CM-'M-BM-^@M-BM-^Yve been lied to and mislead too much. Jerry then said his bossM-CM-'M-BM-^@M-BM-^Ys names are Maurice Fogle and Danny Ontiveros. He will contact them as to the status of the card. I informed him itM-CM-'M-BM-^@M-BM-^Ys ridiculous that people trust LifeLock with all their identity. Including bank accounts, social security cards, license, IRAM-CM-'M-BM-^@M-BM-^Ys etc. The way I have been treated is totally unacceptable. The general public should know how horrible the staff handles their promises and consumers. --- Additional Comments: I would like the agreed upon \$50 rebate card. I would also like 6 months of billing put into that card. This is a result of numerous employees lying directly to me. People trust LifeLock with there whole life, the way their employees handle situations is horrible!

Consumer got a postcard glossy flyer in the mail and consumer called the number on it. Grandson for his grandfather who gave out social security number to someone posing as Lifelock.