

U.S. Consumer Credit Benefits Refresh: ID Navigator Powered by NortonLifeLock Now Available

U.S. | Issuers, Processors, Agents

Visa Network



Overview: Visa is refreshing consumer credit benefits to deliver benefits that are designed to be more meaningful to consumers. As part of this undertaking, Visa has added a new benefit to its consumer credit platforms as of 1 February 2021: ID Navigator Powered by NortonLifeLock.

As announced in the 30 July edition of the *Visa Business News*, Visa has added ID Navigator Powered by NortonLifeLock as a new benefit to its U.S. consumer credit platforms. ID Navigator Powered by NortonLifeLock is available as a Visa-funded benefit across all consumer credit platforms as of 1 February 2021.

No enrollment is required by issuers to take advantage of this new benefit and no cardholder notification is required.

Key features of ID Navigator Powered by NortonLifeLock include:

- **Dark Web Monitoring**—Notifications when certain information is identified on the dark web
- **Data Breach Notifications**—Notifies cardholders regarding the details of large-scale breaches to allow members to take necessary action
- **One-Bureau Credit Monitoring Alerts**¹—Alerts for hard credit inquiries and key changes to a credit file
- **Restoration Assist**—Dedicated, specialized support agents to help cardholders navigate an identity situation
- **Stolen Wallet Assist**—A checklist of tasks to complete when a cardholder's wallet is stolen, with assistance from a support agent to discuss and review the resources available
- **Credit, Bank and Utility Account Freezes**—Easy instructions and quick access to links so cardholders can freeze credit, bank and utility files with each credit bureau to help protect against criminals using a member's information to open new accounts or take out loans in his or her name
- **Member Portal**—View alerts and account management
- **Discounts** on select NortonLifeLock upgrades and alternatives
- **Support via web / mobile / phone**—Web and mobile applications with alerts via email and SMS, as well as phone support at U.S. call centers