



VIA ELECTRONIC DELIVERY

October 27, 2010

Mr. Gary Lutin
Shareholder Forum
575 Madison Avenue, 19th Floor
New York, NY 10022

Dear Mr. Lutin,

Thank you for contacting us regarding our stockholders meeting. As a leader in the technology market, we are compelled to be early adopters of technology. Conducting a virtual stockholders meeting was an opportunity to increase participation and enable more stockholders to interact with Symantec's Board of Directors and executive management team. After an average in-person attendance of only a handful of people over the past decade, this year's attendance of 31 shareholders was an accomplishment. We're pleased with the increased participation we received this year, but believe we can continue to do more to attract shareholder interest to this event.

Last year's meeting gave us an opportunity to experience some of the new capabilities available for extending stockholder meetings beyond in person meetings. With any new technology we expect lessons to be learned and areas of improvement to be identified. Our intent was to expand the experience, not restrict it. With the experience behind us, we look forward to the future where we have the ability to create an even more enhanced experience for stockholders.

Now, I'd like to address your specific questions.

Q1 – Identification of the members of the board of directors who attended the meeting, either in person or by electronic means. We had several members of our board participate in the annual meeting. However, we did not announce them by name during the meeting since the technology did not provide us with a list of which directors were participating. Also, we did not require our directors to participate because there were no issues being presented at the meeting, and given the knowledge we had of the proxy votes received for each proposal prior to the meeting. Given the benign nature of our meeting, and the fact that several directors were participating, we felt others could listen to the webcast at a later time. We feel it would be inappropriate to disclose the participants now. We will formally introduce all of our directors and executives at next year's meeting.

Q2 – Copies of all questions submitted for your "Question and Answer Session." There were two questions that were submitted during our meeting. The first question was read verbatim. It was: *"Symantec's business strategy since the Veritas acquisition have repeatedly failed to return shareholder value. What specifically does the management team intend to do differently in order to reduce the significant shareholder losses occurred over the last five consecutive years?"* The second question was related to why we decided to host a virtual only meeting which the Chairman addressed at the beginning of the meeting so it was decided that we would paraphrase that question. The question asked was: *"The second question is related to hosting a virtual meeting versus holding an in-person meeting and not being able to meet shareholders face-to-face with the management team or the board. Would both the Chairman and the CEO both comment on this decision?"* Going forward, we will read



questions verbatim. Those were the only two questions submitted during the meeting. We gave investors several opportunities to submit questions, but no more questions came in during the meeting. To our surprise, after the meeting ended, we discovered that there was a time lag that occurred that caused a delay in Symantec seeing additional questions submitted due to vendor network and technology reasons. We reached out to those investors post the meeting. We had every intention to address all the questions received during the meeting and believe that we did. We recognize there is much more work to be done with the technology platform for this process and look forward to working with the vendor to improve this very important part of the annual meeting experience.

As we plan next year's meeting, we believe enhancements can be implemented to improve the experience for our stockholders. We will be working with our vendors to develop more effective ways to maximize the experience. Given last year's experience, we have identified several areas where improvements that can be made. These include, but are not limited to, the registration process, introduction of the board and management teams, presentation format, and to the question and answer procedure. We also believe we can provide stockholders the ability to ask questions directly, similar to what occurs during our quarterly earnings calls, by providing a phone line option for participants to ask their questions verbally. We recognize the importance of hearing from stockholders in their own words and will implement a format that gives stockholders that opportunity. We will evaluate the stockholder forum option as well. We have identified other areas where we can improve the overall meeting experience and will continue to work on these throughout the year.

We remain committed to open communications with our stockholders. We understand the importance for stockholders to share their concerns, realize that they've been heard and recognize that we are addressing their issues. We look forward to continuing our interactions with our stockholders.

Sincerely,

A handwritten signature in black ink, appearing to read "J.W. Thompson", with a long horizontal flourish extending to the right.

John W. Thompson
Chairman of the Board
Symantec Corporation

cc Helyn Corcos, Investor Relations Symantec