

## Safety suggestion tips to customer

- Any time your login into internet banking, be sure of people around you. Don't disclose personal information, including account information or login password, if someone else can read your screen or hear your voice.
- Always secure your login password to prevent unauthorized access.
- Don't not leave your device that is logged in to the internet banking system unattended. It may be wrongly used by someone having access to your personal information and security questions
- Be sure to logout from any device, every time you logged in a new device, this will prevent someone from having easy access to your information if they gain access to your device.
- Regularly change password and pin and avoid using easy-to-guess passwords such as your name, spouse name, birthdays etc.
- Do not save any financial or personal information on your phone, including password. If you lose your phone, not only have you lost your information, but it could fall into the hands of someone with bad intentions.
- Regularly check transaction history details and statements to make sure that there are no unauthorized transactions.
- Review and reconcile periodic bank statements for any kind of errors and unauthorized transactions promptly and thoroughly
- Some web browsers have an "auto-fill" functions that remember your username and passwords, and pre-fill these fields for you the next time you log-in. If you are prompted, tell your device not to remember or auto fill this information
- Beware of third party applications ("apps") for your phone. There are some programs that you can download that claim to organize your various online banking accounts or other passwords. Many if these are basically phishing scams designed to steal your information and send it to fraudsters.
- Never send unsolicited message or ask you for a password or personal information via text. If you get any requesting such information, do not respond.
- While bank will never send personal or account identifying information via text, being in the habit of periodically deleting your archived texts will help ensure there is never information on your phone that might jeopardize your account's security.