

BANK

PLAYING IT SAFE

FINANCIAL INSTITUTIONS

Protect Against Identity Theft

Keep sensitive customer information safe

Identity theft is one of the fastest growing crimes in the world today.

One common scheme of identity thieves is to obtain information fraudulently from a bank or other financial institution. Clients rely on Financial Institutions to keep their sensitive information secure, and we take that responsibility seriously.

It is important that you do your part when handling personal client information in order to protect our customers and our company.

Over the Phone

A common identity theft scheme is for a thief to call a bank pretending to be a customer or to be someone authorized to access information. To prevent this type of fraud, take the following steps:

- Follow company policies regarding the type of information that can be provided over the phone.
- Always follow proper verification procedures during a phone transaction.
- If you are suspicious of a caller's identity, do not provide information and alert your supervisor.

Computer

Your computer likely contains the most sensitive customer information. Follow these guidelines to keep it secure:

- Never leave passwords where anyone can find them.
- When you step away from your computer, always "lock" the screen.
- Do not allow any unauthorized persons to access your computer.
- When sending email with personal data, make sure it is encrypted.

Customer Contact

When handling a transaction in person, be sure to protect the customer's privacy. Never repeat sensitive information aloud and keep your computer screen turned so that only you can view it.

Paperwork

When stepping away from your desk or workstation, or leaving for the day, do not leave any paperwork with sensitive information lying on your desk. It should be filed in a locked drawer or cabinet. When disposing of personal information materials, use the paper shredder or secure recycling container.

Above all, be aware of the potential for identity theft when handling personal data. Talk to your supervisor if you have a question about procedure or need assistance with a particular transaction. If we all do our part, we can prevent identity fraud from occurring and protect our company and clients.

Be safe and healthy on the job at **Financial Institutions** with these helpful tips provided by **Milton Carpenter Insurance**.

If you are ever suspicious about a customer or transaction, trust your instincts and pursue further verification before honoring the customer's request.

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