

Online & Mobile banking safety tips

Password protect your phone, tablet, computer

Password protect your devices when not in use to prevent unauthorized access and to protect yourself in case your device is lost or stolen. Consult the documentation of your device for information on how to set up password protection.

Create strong, unique passwords and change them every 3 months

Passwords should be 8 or more characters long and include a combination of numbers, symbols and upper- and lowercase letters.

Use multi factor authentication

When available use multi factor authentication. Multicolor authentication is a method in which your device is granted access after successfully providing two or more pieces of information.

Don't keep your accounts logged in

When you are done with online or mobile banking, log out.

Avoid banking on public WIFI

Public WIFI isn't necessarily secure. Avoid doing online or mobile banking on public WIFI networks. Save that for a secure network at home.

Don't access your bank account from a shared computer or device

Avoid accessing your bank account from a computer or device that is not yours or is a shared computer/device.

Device Security (computer/tablet/mobiles)

Set your devices to automatically lock after a selected period of time to ensure no one can access your smartphone, tablet or laptop. Be aware of the location of your mobile devices (smartphones, tablets) at all times.

Don't provide personal or account information unless you initiate contact

Your bank should not ask for you to supply personal information, such as your social security number or account number, via text or email. Be suspicious of any unsolicited requests for your information. When in doubt, contact your bank via the phone number on the back of your debit/credit card.

Don't provide your bank account or personal information via email

Your bank should never ask for information like your social security number, bank account information, or credit card information via email.

Do check your account regularly for unauthorized charges or withdrawals

Make it a habit to check your bank account transactions frequently for any unauthorized charges or withdrawals. Report any fraudulent charges immediately to your bank.

Do report lost/stolen cards right away

If your debit or credit card is lost or stolen, report it right away to your bank.