



## Mobile Banking Security Tips

Here at TRUE Community Credit Union, we take safeguarding your personal and financial information very seriously. It's only natural for safety and security of your information to be a concern for the both of us. Here are some steps to help you strengthen the safety of your mobile device.

- Always consider using a screen lock on your mobile device with a password or PIN feature. Many mobile devices offer this option, as well as other customizable security settings, which can help keep your device and information secure.
- Never store your PIN, password and personal data on your mobile device.
- Use a strong password or PIN. Never use your full or partial social security number as your PIN, user ID or password.
- Be sure to log out of your account when your banking activities are complete.
- Always take advantage of the security features offered by our mobile app, your mobile provider and your device.
- Never respond to urgent emails or text messages claiming to be from the credit union or any other company that requests your account information or personal details. Fraudsters may use these request to “phish” for your personal information.
- Do not use free public Wi-Fi connections for banking transactions. We recommend using your device carrier’s internet connections for enhanced security.
- Disable Bluetooth when not in use. In public areas, others can detect your phone and access it through Bluetooth. Disconnecting Bluetooth, a non-secure connection, helps prevent fraudsters from obtaining information or sending malicious codes into your device.
- Learn how to remotely wipe your mobile device. If your device is ever lost or stolen, you should know how to and be able to remotely wipe it – which means removing all of your personal data and restoring it to its factory settings.

Mobile Banking with TRUE Community Credit Union is safe and secure. Our mobile banking app is protected by security measures that include state-of-the-art encryption, firewalls, security alerts and secure logins. However, if you feel that you have been a victim of fraud please contact the credit union immediately at (800) 554-7101 or [RM-Fraud@TRUECCU.com](mailto:RM-Fraud@TRUECCU.com).

