MIDFLORIDA

PROTECT YOURSELF AND YOUR MONEY

Your financial security is of great importance to us. When it is compromised, those affected may experience unnecessary stress and worry. That's why we've taken steps on your behalf to stop fraudulent transactions from taking money out of your account.

FOR YOUR PROTECTION, YOUR ACCOUNT HAS BEEN LOCKED AND WILL REMAIN SO FOR 60 DAYS. AFTER 60 DAYS, THE AFFECTED ACCOUNT WILL BE PERMANENTLY CLOSED.

REMINDERS

1. Open a **new account** and order new checks.
2. Order a **new debit card** if the old card number was compromised.
3. **Direct deposits** will continue to post for 60 days.
4. **Outstanding items** you reported will be paid for 60 days.

TO DO LIST

1. Update the account number for your **direct deposit(s)** and any recurring incoming/outgoing **wire transfers**.
2. Update any **preauthorized transfers** and scheduled payments.
3. Set up **Pay A Person** and **Linked Accounts** for transfers to new account.

FINANCIAL SECURITY TIPS

- Be open and honest with us. We want to protect your assets and it is important we know the full extent of your situation.
- Keep your contact information up to date.
- Create a strong passphrase for your account and devices by combining random words into one long password, but don't use the same passphrase for all accounts. Or, enable biometrics (fingerprint or facial recognition) when available.
- Use Free Online Banking and our mobile app to view and monitor your account transactions.
- Opt-in for paperless account and billing statements.
- Set up account alerts in Online Banking.
- Be scam smart and seek advice to help you avoid, report and recover from them at ftc.gov/scams.
- If you see or hear something that doesn't seem right about your account(s), let us know immediately.
- Do not verify or provide any personal identifying or financial account information to anyone who calls, texts, or emails you unless you initiate the contact.
- If you receive an email asking you to verify a payment or input payment information, check the email address and verify the website by physically typing it into your search bar to see if it is legitimate.
- Visit DMAchoice.org and DoNotCall.gov for details on how to limit unwanted solicitations.
- Review your free credit report each year at annualcreditreport.com.