

CYBERSECURITY: USEFUL TIPS AND CONTACT INFORMATION

CELL PHONE SECURITY TIPS

- Reset any credentials for digital wallets, apps, and smart devices connected to/located on the phone**
 - Digital Wallets such as Venmo, CashApp, PayPal, Samsung Wallet, et al
 - Apple Account, Google Account
 - Smart Things, Ring, Amazon Devices, KASA, Blink, et al
- Verify you have enabled the Security features offered by your wireless/cell phone provider**
 - You should also confirm that there are no unknown devices listed as a trusted device
- Verify that no unknown phone numbers have been added to your Contacts**
- Delete any apps that you do not actively use**
- Review and validate the settings on any connected smart devices**
 - Privacy settings
 - Security setting
 - Login credentials
- Verify that an unauthorized Google Voice or other VoIP account has not been linked to your phone**
- Review cell phone billing statements regularly**
 - Look for anomalous charges

PERSONAL EMAIL AND DEVICE SECURITY TIPS

- Review Email Account Settings**
 - Check for the presence of any email forwarding rules
 - Validate all security settings for the email account
- Remember to maintain a current version of Anti-Virus* (AV) on your devices**
 - If the AV does not show that it has been updated within the past 24 hours, then it is out of date, and you should run the Update in the AV console
- Run a full-system antivirus scan and once the device has scanned clean, change the email password as well as all passwords for any online accounts such as:**
 - Banks
 - Credit Cards
 - Utilities, such as Water, Power, etc.
 - Memberships/Subscriptions, such as Amazon, eBay, Instagram, Netflix, Pinterest, etc.
 - Social Networking such as Facebook, Twitter, LinkedIn, etc.
 - ANY/ALL ONLINE BILL PAY SERVICE ACCOUNTS
- Enable Multi-Factor Authentication on all online accounts (if available)**
 - One-time passcode
 - Biometric (Thumbprint)

468 Delaware Ave., Suite 100 // Buffalo, NY 14202 // 716-768-5485

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WHAT TO DO IF YOUR INFORMATION IS COMPROMISED

- ❑ **Notify all financial institutions you do business with (banking, investments, credit cards, etc.) that your ID has been put at risk and that you want a “Red Flag” alert placed on your account. Remember to note the date, time, and name of whom you speak with at each institution.**
- ❑ **File a report with the FBI IC3**
<https://www.ic3.gov/default.aspx>
or call 800-CALL-FBI (800-225-5324)
- ❑ **File a report with the FTC**
<https://reportfraud.ftc.gov/#/>
or call 1-877-438-4338
- ❑ **Review account statements regularly**
- ❑ **Sign up for Credit Monitoring**
EverSafe fraud monitoring - Raymond James partners with a third-party credit monitoring service that offers discounted services to Raymond James’ clients. Please contact your Raymond James Financial Advisor for more information

RESOURCES

❑ Links

Raymond James: [Privacy, Security & Account Protection](#)

FTC: [Detecting Identity Theft](#)

FTC: [Reporting Identity Theft](#)

FTC: [Identity Theft Recovery Plan](#)

AARP: [Scams & Fraud Resources](#)

AARP: [Fraud Watch Network](#)

❑ Phone

Identity Theft Resource Center: 888-400-5530

AARP Fraud Watch Helpline: 877-908-3360 to share your story and receive assistance from the AARP call center

❑ Credit Report Services

Free Credit Report at AnnualCreditReport.com

Equifax (800) 685-1111 www.equifax.com

Experian (888) 397-3742 www.experian.com

Transunion (800) 916-8800 www.transunion.com

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