

## 12 Ways to Protect Your Mobile Device

Your mobile device provides convenient access to your email, bank and social media accounts. Unfortunately, it can potentially provide the same convenient access for criminals.

*Heritage Bank recommends following the following tips to keep your information – and your money – safe:*

### 1) USE THE PASSCODE LOCK ON YOUR SMARTPHONE AND OTHER DEVICES

This will make it more difficult for thieves to access your information if your device is lost or stolen.

### 2) LOG OUT COMPLETELY

Make sure to always log out completely when you finish a mobile banking session.

### 3) INSTALL MOBILE SECURITY SOFTWARE

Protect your phone from viruses and malicious software, or malware, just like you do for your computer by installing mobile security software.

### 4) USE CAUTION WHEN DOWNLOADING APPS

Apps can contain malicious software, worms, and viruses. Beware of apps that ask for unnecessary “permissions.”

### 5) DOWNLOAD THE UPDATES

Always download updates for your phone and mobile apps.

### 6) AVOID STORING SENSITIVE INFORMATION

Avoid storing passwords or a social security number on your mobile device.

### 7) NOTIFY YOUR FINANCIAL INSTITUTION OF ANY CHANGES

Tell your financial institution immediately if you change your phone number or lose your mobile device.

### 8) BE AWARE OF SHOULDER SURFERS

The most basic form of information theft is observation. Be aware of your surroundings especially when you're punching in sensitive information.

### 9) WIPE YOUR MOBILE DEVICE

Before you donate, sell or trade your mobile device, be sure to wipe it using specialized software or using the manufacturer's recommended technique. Some software allows you to wipe your device remotely if it is lost or stolen.

### 10) BEWARE OF MOBILE PHISHING

Avoid opening links and attachments in emails and texts, especially from senders you don't know. And be wary of ads (not from your security provider) claiming that your device is infected.

### 11) WATCH OUT FOR PUBLIC WI-FI

Public connections aren't very secure, so don't perform banking transactions on a public network. If you need to access your account, try disabling the Wi-Fi and switching to your mobile network.

***BE SURE TO REPORT ANY SUSPECTED FRAUD TO YOUR BANK IMMEDIATELY.***