



# QUESTIONS TO ASK YOUR FINANCIAL SERVICE PROVIDERS ABOUT CYBER SECURITY

Online communications, applications and portals in the financial services industry make it easier to purchase the products you want and review the details of your account, but it also increases your exposure to cyber criminals. Whether you're buying a home, shopping around for insurance, joining a co-op or credit union, or contributing to a pension plan, privacy should be top of mind. **Here are some questions to add to your list the next time you speak with your financial service providers.**



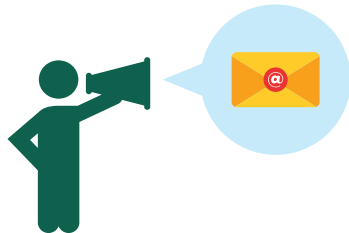
How is my personal information stored? What security measures are in place to keep it safe?



Who has access to my personal information? What security and privacy training have they taken?



Do you keep a list of approved computer applications, or a whitelist, to prevent risky programs from downloading onto your computer systems?



What methods do you use to communicate with customers? How can I tell if a website or email from you is legitimate?



Have you been the target of a cybercrime in the past? If so, what was the outcome?



What policies and procedures do you follow when responding to a suspected cyber-attack?

## REMEMBER:

If you suspect you've been a victim of a cyber-attack, contact your local law enforcement agency immediately. You should also inform your financial service providers so they can monitor your accounts for suspicious activity or lock your account. They may also advise you to change your password.