

FRAUD PREVENTION

Since the start of the pandemic, instances of fraud have been on the rise across Canada.

Fear not however, using a few simple, easy-to-adopt strategies and tips, you can actually help protect yourself and minimize your chances of being affected.

The golden rule

Above all else it's important to know that Knowledge First Financial and our representatives will never ask for your date of birth, SIN or account numbers over email.

If anything ever feels strange or suspicious to you, please be sure to call our help desk immediately at [1-800-363-7377](tel:1-800-363-7377) to validate your concerns and make sure everything is okay.

Continue on to the next page for our fraud prevention tips!



Tips to protect yourself

According to cyber security experts, there are many small things that can be done to better protect yourself from fraud. These include:

Keep your software up-to-date

Having the latest security software, web browser and operating system on your computer and mobile devices are the best defense against viruses, malware and other online threats. An easy way to remember to do this is by turning on automatic updates so that you receive the newest patches and fixes as soon as they become available.

Set strong passwords

Set a strong password by coming up with a code that is at least twelve characters in length and includes a mix of upper and lowercase letters, numbers, and special characters. Be sure to avoid passwords or PINs that would be easy to guess, like part of your address, phone number or the birth date of close family members. Remember: Never share your PIN number or passwords with anyone.

Practice cautious clicking

Do not click on links or open any attachments or pop-up screens from sources you are not familiar with. Phishing scams use fraudulent emails and websites to trick users into disclosing private account or login information.

Keep personal information personal

Lock down your privacy settings and avoid posting things related to your security questions (e.g. birthdays, addresses, mother's maiden name, etc.). Hackers can use social media profiles and simple conversations to figure out your passwords or the answers to your security questions. Be wary of requests to connect from people you do not know.

Protecting your personal and financial information

Don't ever respond to requests for personal or financial information unless you have initiated the contact or know the organization you're dealing with is legitimate. If you are ever unsure of who you are talking to, end the correspondence immediately and reach out directly to the company instead.

Destroy financial documents

Shred, tear or burn important documents with sensitive information. Don't just put them in the recycling bin or garbage.

Act quickly

Report lost or stolen pertinent documentation immediately. If you receive a notification that an account has been accessed without your consent, change your password as soon as possible. This includes all other accounts you may have that use the same credentials as well.

What to do if you think you've been hacked

The trick to mitigating the damage of fraud is acting as quickly as humanly possible. If you think something is wrong with your Knowledge First Financial account, please be sure to call us immediately at **1-800-363-7377** to notify us of your suspicions.

Even if it's just a false alarm, we would like to know and help alleviate you of any possible concerns.