

PLAYING IT SAFE CYBER

Identity Theft

Protect your customers' personal information

According to the U.S. Federal Trade Commission (FTC), identity theft is the fastest growing crime in America today. Identity thieves use countless avenues to access personal information, so staying ahead of them takes a commitment to security. Because we handle sensitive customer information, has a responsibility to protect that information.

It is important that you do your part when handling personal client information to protect our customers and our company. This includes taking security measures both externally and internally so that customer information is shared only with necessary parties.

Computer

Your computer likely contains sensitive customer information. Follow these tips to keep this information secure:

- Never leave passwords where anyone can find them.
- When you step away from your computer, always lock the screen.
- When sending an email with personal data, make sure it is encrypted for security.

Customer Contact

Only gather personal customer information through company-approved channels. Do not use personal email (or if you must, be sure to encrypt the

message). Follow company policies to verify the identity of the customer when giving out or changing any personal information. Use discretion when offering or receiving personal information over the phone—this is a common way for thieves to commit identity fraud.

Paperwork

When stepping away from your desk or leaving for the day, do not leave any paperwork with sensitive information lying on your desk. It should be filed in a locked drawer or cabinet. When disposing of personal information materials, use the paper shredder or secure recycling container.

Above all, be aware of the potential for identity theft when handling personal data. If you are ever suspicious of a transaction or conversation you are having, follow your instinct and pursue further verification before proceeding with the customer's request. Talk to your supervisor if you have a question about procedure or need assistance with a particular transaction. If we all do our part, we can prevent identity fraud from occurring and protect our company and clients.

Be safe and healthy on the job at with these helpful tips provided by **SCS Agency Inc.**

"Never bypass company security policies, even with the most familiar clients. Identity theft can occur at any time—most likely when you're least expecting it."

This flyer is for informational purposes only and is not intended as medical or legal advice.

© 2017 Zywave, Inc. All rights reserved.

