

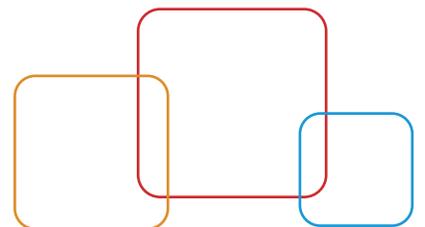
# Your digital safety starts *here*



Protecting your personal information online is as important as locking your front door. You wouldn't leave your house open to strangers – and you don't want to leave your digital life exposed either. The good news is that protecting your information online isn't complicated. Together, we can keep those doors locked tight.

## Best Practices

- Create strong passwords (16+ characters that mix letters, numbers, and symbols)
- Never reuse passwords across sites and apps
- Enable 2-Factor Authentication (2FA) for Patelco and your other accounts
- Don't give out your online banking username or password (Patelco and other companies will never ask for these!)
- Only provide a one-time passcode when *you* triggered it; Patelco and others won't contact you unexpectedly for it
- Update your software and devices regularly
- Avoid public Wi-Fi for banking or sensitive tasks
- Enroll in paperless eStatements at all your financial institutions to reduce the risk of mail theft and keep your information secure





## Take Control of Your Cards

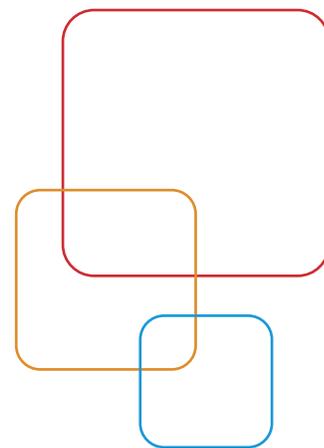
Manage your Patelco debit and credit cards through **Card Management** in **Patelco Online™** and the **Mobile App**. With just a few clicks, you can:

- Report a card lost or stolen
- Restrict access by instantly locking your card
- Block transactions based on location, merchant, and/or dollar amounts
- Set travel notices to enhance account monitoring during your trip
- Create transaction alerts for added protection against unauthorized activity
- Add a PIN to your card before it arrives in the mail
- Dispute fraudulent charges

## Learn with Step-by-Step Video Demos

Secure your accounts and learn about key features with easy-to-follow video tutorials at **digitaldemos.patelco.org**. Watch and learn how to:

- Enroll in online banking
- Set up 2-Factor Authentication (2FA)
- Manage your card
- Set up Direct Deposit for faster, safer access to your funds
- Set up Alerts



## When in Doubt, Connect with Us

If you suspect you are being targeted by a fraudster or scammer, contact us at **800.358.8228** and enter extension **5323**.

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At Patelco, we're committed to helping you keep the keys to your digital life safe. If you have questions about securing your accounts, please talk to the Patelco team at any local branch ([patelco.org/locations](https://patelco.org/locations)).