

# CONSUMER AWARENESS PROGRAM



## Canton Co-operative Bank's Commitment to Protecting Your Information

One of our top priorities is to safeguard **YOUR** confidential information and we work diligently to do so. We always work with the local regulatory and law enforcement departments to be certain any type of illegal activity is stopped as soon as possible. We have multi-layer security to protect your confidential information and will continue to be vigilant in protecting it.

### HOW AND WHY WE WOULD CONTACT YOU

Canton Co-operative Bank will **NEVER** initiate a request for personal information (account numbers, user name, passwords, social security number, personal identification information or any other confidential customer information) by phone, email or text messaging.

If you contact us, we may ask you for your account number and we may verify the last 4 digits of your Social Security Number or other identification information to confirm your identity but **we will never contact you and ask for this information.** If we need to contact you, it will always be done in a manner that protects your personal, confidential information and we will clearly identify ourselves.

Be aware that fraudulent emails may be designed to appear as though they are originated by Canton Co-operative Bank. Do not respond to any email communication that appears to be from Canton Co-operative Bank which requests any type of personal or confidential information and do not go to any links listed on the email. Immediately report any

suspicious emails or websites to Canton Co-operative Bank by forwarding the message to: [info@cantoncoopbank.com](mailto:info@cantoncoopbank.com)

### REGULATION E: ELECTRONIC FUND TRANSFERS

Regulation E defines the protections given to consumers to protect them from electronic fraud. This law is designed to protect consumers making electronic fund transfers and help financial institutions conduct proper investigations of claims. The term "electronic fund transfer" (EFT) generally refers to a transaction initiated through an electronic terminal, telephone, computer, or magnetic tape that instructs a financial institution either to credit or debit a consumer's asset account. The law and regulation establish the basic rights, liabilities, and responsibilities of consumers who use electronic fund transfer services and of financial institutions that offer these services. **Business/Commercial clients are not covered by Regulation E.** As a result, it is critical that business/commercial clients implement sound security practices within their places of business to reduce the risk of fraud and unauthorized transactions from occurring. Good practices can keep business/commercial client's information secure.

### ONLINE BANKING SECURITY

Canton Co-operative Bank is committed to protecting your personal information. Our Online Banking uses several different methods to protect your information. All information within our Online Banking uses the Secure Socket Layer (SSL) protocol for transferring data. SSL is a cryptosystem that creates a secure environment for the information being transferred between your browser and Canton Co-operative Bank; all information transferred through Online Banking has a 128-bit encryption.

## Tips on Keeping Your Information Secure

- Never give out any personal information including User Names, Passwords, Social Security Number, Account Numbers and Date of Birth.
- Create difficult passwords which are at least eight characters in length that include letters, numbers, & special characters.
- Don't use personal information for your user names or passwords like Date of Birth or Social Security Number.
- Avoid using public computers to access your Online Banking.
- Install and update your antivirus software frequently.
- Be sure and use a firewall when surfing the Internet.
- Change your passwords frequently.
- Don't click on links in emails unless you are sure of the sender.
- **If you are a business customer you should perform your own risk assessments and evaluations on all online accounts at least annually.**

### WHAT IS IDENTITY THEFT?

Identity theft happens when thieves illegally obtain your personal information (for example: Date of Birth, Social Security Number, Mother's Maiden Name, Driver's License, or Bank or Debit Card Account Number) to commit fraud in an attempt to duplicate your identity to open new accounts, purchase automobiles, apply for loans, credit cards, and social security benefits, rent an apartment and establish services with utility and telephone companies. It can result in financial loss and damage to your credit.

## How Do I protect Myself?

- Don't open emails from senders you don't know; delete suspicious emails from unknown sources without opening them.
- If you have any doubts about the authenticity of an email, do not respond; call the sender.
- Never provide personal information over the phone or the Internet if you did not initiate the contact. Canton Co-operative Bank will never ask you for any personal information through an unsolicited email or phone call.
- Don't give any of your personal information to any web sites that do not use encryption or other secure methods to protect it. You can tell if a website is secure by the URL beginning with https:// and the "lock" icon appearing in your browser.
- Purchase a shredder and shred financial and personal documents you no longer need, such as credit card offers, paystubs and utility bills, before discarding them.
- Only carry necessary identification in your wallet or purse. For example, never carry your Social Security card and anything containing it.
- Use Online Banking to pay your bills online. The fewer personal documents sent through the mail, the less chance there is for identity theft.
- Closely monitor your bank account statements and credit card bills. Contact Canton Co-operative Bank immediately if you notice something suspicious, such as a missing payment or an unauthorized withdrawal.
- Report lost or stolen checks or debit cards immediately.

### DEBIT CARD PROTECTION

Debit card usage has increased dramatically in recent years and fraudulent use of debit cards has also increased. **NEVER** give your debit card information when requested by phone, email, or texting unless you initiated the communication. Canton Co-operative Bank will never request information from you in this manner. Please contact us if you receive any such request.

### AVOID ONLINE SCAMS

- Beware of emails sent offering you a prize or a discount and then asking you to choose a user id and password (most people use the same access information for several accounts because it is easier to remember) – thieves will collect your login information and attempt to login as if they were you at sites like financial institutions or credit card sites.
- Beware of emails with a sense of urgency, attempting to rush you into action. **Messages like update now or account will be closed** are methods used to get you to respond without thinking it through.
- Do not include personal or sensitive data in response to an email.
- Do monitor your account activity closely and watch for unusual activity – You can use Online Banking and Mobile Banking at Canton Co-operative Bank to monitor account balances 24/7.



## IF YOU BELIEVE YOUR ACCOUNT HAS BEEN COMPROMISED

If you notice suspicious account activity, experience information security-related events or if you suspect identity theft or have any questions regarding this notice, please contact Canton Co-operative Bank at 781-828-8811 and ask to speak to a customer service representative.

### CREDIT REPORT HISTORY

Check your credit report at least annually to keep tabs on how your credit history is being reported. Each year you can request a **FREE** copy of your credit report from the three major credit bureaus (Experian, Equifax and TransUnion). Space your request from one bureau every 3-4 months to ensure your credit history is accurate and to make sure a fraudulent account has not been opened in your name. To get your **FREE** copy, go to [www.annualcreditreport.com](http://www.annualcreditreport.com).

### CREDIT BUREAU INFORMATION TO REPORT FRAUD

**Equifax** • [www.equifax.com](http://www.equifax.com) • 800-685-1111  
**Experian** • [www.experian.com](http://www.experian.com) • 888-397-3742  
**Trans Union** • [www.transunion.com](http://www.transunion.com) • 800-916-8800

### FOR MORE INFORMATION

#### Federal Trade Commission •

[ftc.gov/bcp/edu/microsites/idtheft/](http://ftc.gov/bcp/edu/microsites/idtheft/)

#### United States Department of Justice •

[justice.gov/criminal-fraud/identity-theft/identity-theft-and-identity-fraud](http://justice.gov/criminal-fraud/identity-theft/identity-theft-and-identity-fraud)

**FDIC** • [fdic.gov/consumers/consumer/fighttheft/](http://fdic.gov/consumers/consumer/fighttheft/)



781.828.8811 | [CantonCoopBank.com](http://CantonCoopBank.com)  
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As a Canton Co-operative Bank customer, rest easy knowing your funds are 100% insured by the Federal Deposit Insurance Corporation (FDIC) and the Deposit Insurance Fund (DIF).