

PROTECTION FOR YOU

Federal regulations protect consumers from some losses for some electronic funds transfers conducted fraudulently by third parties. Typically, these rules apply to accounts with Internet access and limit a consumer's liability for unauthorized electronic transfers. These regulations provide specific steps a consumer will need to take to be protected. Assisting with investigation in a timely manner is important for limiting liability. Please notify First Bank Elk River immediately if you think your account or account access information is being used by someone else. You may reach us at 763-241-3637 or toll free at 888-441-2200

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763-241-3637

OFFICE LOCATIONS

Elk River Offices

Main Office 812 Main Street 55330
Elk Park Center 19157 Freeport Ave 55330

Anoka Office

1121 West Highway 10, Anoka 55303

Rogers Office

13785 Rogers Dr. Rogers MN 55374

 **ElkRiver.bank** 

FEDERAL AUTHENTICATION STANDARDS AND YOUR INTERNET BANKING ACCOUNTS



HOW TO PROTECT YOUR INTERNET BANKING ACCOUNT

Federal financial regulators are finding Internet threats have changed significantly in recent years. Sophisticated hacking techniques and organized criminal groups are targeting Internet accounts, compromising security controls, and engaging in account takeovers then initiating fraudulent funds transfers.

1. First Bank Elk River has several layers of defense to protect your online accounts from these threats. Internet banking ID and PIN are just part of the system. We also validate where you are accessing Internet Banking from to ensure it is not out of the norm. We review access failed access attempts and unusual access attempts. Occasionally a banker may contact you to confirm that unusual activity is really you. This is for your protection.

2. We will never email or call you asking for your password or other personal information. If you're ever in doubt, just give us a call at 763-241-3637 or 888-441-2200.

TIPS FOR PROTECTING YOUR ACCOUNTS

1. Never provide your login information to anyone else. When someone has your login credentials, they gain complete control over your account.
2. A big part of keeping your login information secure is to keep a sharp eye out for phishing attempts or other social engineering tactics - essentially, make sure that people and websites that you're entrusting with your information are who they say they are.
3. Make PINs difficult to guess with multiple types of characters. Upper, lower, numeric and special. "pAssw0rd\$RHard" is better than "passwordsarestupid" But "naLa0221DaySpecial" is better still.
4. Monitor your account regularly.
5. Be aware of the computer you are using. Does it have viruses? Is it protected by a security program? Who is really in control of the computer?

COMMERCIAL ACCOUNTS MAY HAVE ADDED PROTECTION

1. Commercial accounts have dual control on ACH and transfer of funds.
2. Commercial accounts are restricted to certain IP addressing. This protects the account from access locations other than those where business is conducted.
3. Commercial account transactions are reviewed by First Bank Elk River to protect both First Bank Elk River and the customer.

COMMERCIAL ACCOUNT HOLDER RESPONSIBILITIES

1. Annual review of recommendations from First Bank Elk River
2. Internal management of Cash Management users.

Call 763-241-3637