



## Customers Security Awareness

### ▪ Identity Protection

- Leave your Social Security card, financial documents, and unused credit cards in a safe and secure location.
- Never provide payment or sensitive information on calls from debt collectors or companies about merchandise or services you did not buy.
- Do not send sensitive information over the Internet before verifying a site's validity and security, and use a secure channel if available.
- Shred financial documents and paperwork that contains personal information before discarding it.
- Check your accounts and bank statements each month, and your credit report at least once a year for transactions and accounts you don't recognize.

### ▪ Online Security

- Do not use your name, your spouse's name, your pet's name, birthday, favorite food, or any personal information that others can easily obtain as your password.
- Create a password that only you would know. Never write down PINs and passwords.
- When shopping online, use secure websites to make purchases. Look for secure transaction signs such as a closed-lock icon and "https://..." in the address bar.
- Don't overshare on social media.
- Always log off from any website after a purchase transaction has been made with your credit or debit card. If you cannot log off, shut down your browser to prevent unauthorized access to your account information.
- Review the privacy options for the social media platforms you join to understand how to limit the amount of information you share.

### ▪ Email Security

- Protect your email passwords. If scammers gain access to your email account, they can reset your passwords for other financial websites, locking you out of your own account.
- Do not immediately open email attachments from an unknown, suspicious, or untrustworthy source or click on links in unsolicited or suspicious-looking emails.
- If you receive a suspicious email or text message that appears to be from Mega Bank and you:
  - Did respond by clicking a link, opening an attachment, or providing personal information, call us immediately at **0800-016-168**.
  - Did not respond, report the email to us at <https://www.megabank.com.tw/webitem/contact.asp>