# Digital security and safety

Coast Capital ensures a secure banking experience for our members by using several industry-standard security techniques. We're constantly improving our technology to provide you with the best in class security. But cybersecurity is a team effort. Applying a cyber-smart routine to your online activities is a critical part of safeguarding your data.

What is a cyber-smart routine?

A cyber-smart routine means you actively look for signs that a website is secure and set up measures like anti-virus programs to keep your information safe. These habits can be as quick as checking for a padlock in the address bar before you log in to online banking.
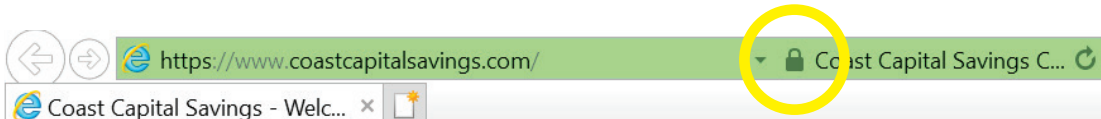
Quick tips to keep your device safe:

1. Use products and tools like anti-virus programs and pop-up blockers.
2. Arm your computer with firewall and anti-virus programs from trusted retailers or suppliers.
3. Keep your computer and mobile device software up-to-date.

Tips for your cyber-smart routine.

- Create strong online banking passwords and update them often.

- Never log into online banking using a link sent through email, text message, or social media. Instead, type the address into your browser.

- Don't share your login information with anyone, even if they claim to be a representative of Coast Capital. We will never ask you for that information by email, text or phone.

- Avoid banking on public Wi-Fi. Public Wi-Fi services are not secured. If you need to access online banking when outside your home, it's safest to use your data.

- Always sign out and close your app or web browser after you finish online banking.

It's a team effort.

Coast Capital is vigilant about securing your accounts and you also play an important role. As explained in our Personal Accounts and Services Agreement (PASA), you must protect the security of your account.

The PASA details other critical steps you must take to protect yourself from unauthorized transactions. Do your part and protect yourself. Read the Agreement and apply the tips outlined above to avoid falling victim to cyber fraud.

An important reminder.

Coast Capital is not responsible for losses if you do not meet your account and security responsibilities. Full details of a member's account and security responsibilities are contained in the PASA, available online at **coastcapitalsavings.com/PASA**.

Call us immediately if your card has been lost or stolen or if you suspect fraud. We care about our members and protecting your personal and financial information is our top priority. For any questions or concerns, call us at **1.888.517.7000**.