

# Be cyber secure: mobile devices



Shopping, banking, donating to your favorite charity — you can now do almost everything with the click of a button. While enjoying these conveniences, make sure you are not sharing sensitive information in applications or online accounts, which could make your mobile devices a prime target for cybercriminals. Simple best practices can help you minimize your risks.



## With your passwords and access, cybercriminals can:

- **Transfer funds** out of your accounts or charge purchases to them.
- **Create a fake identity** with some of your information and use it to open a new financial accounts.
- **Phish** using your email address or social media accounts to reach your contacts and convince them to share confidential information.
- **Steal your identity** and claim your tax refund or government benefits.



## Be proactive:

- **Act immediately** if you receive a changed password notification, an attempted log in alert from a provider or if your account access on an app changes and you did not initiate it.
- **Lock your mobile device** with a strong password or, when able, use biometric protection. Use a unique and different password for each of your apps and accounts.
- **Install or activate** anti-theft software or apps that can lock down your phone remotely, and apps that will help you locate your device.
- **Only download apps from official app stores**, and regularly update both your apps and your operating system to protect your devices.
- **Only access** mobile or online banking through a secured Wi-Fi connection.
- **Minimize the amount** of personal information you store on your devices or share online.



## If you suspect you have been targeted:

- **Don't delay.** Acting quickly after an event can minimize its impact.
- **Report stolen devices** to your service provider. If you provide the unique device identification number, they may be able to disable it.
- **Change all passwords** that may have been compromised.
- **Call the police** and file reports with the relevant local authorities.
- **Document everything** about the event. The more information you have, the better armed you may be to assist an investigation by your company, your bank and law enforcement officials, and the better prepared you will be against future events.

Visit [www.bankofamerica.com/security](https://www.bankofamerica.com/security) to learn how to help protect yourself and those closest to you.

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