PASSWORD SAFETY

At First Community Credit Union, it's our priority to provide you with the safest technology, but you play an essential role in keeping your personal information safe. Here are a few tips to help protect yourself and particularly for keeping your personal information and passwords safe.

❖ A strong password is important. Don't use personal information that could be guessed or easily discovered such as your name or family names, birthday, address, phone number, driver's license number, passport number, or similar information.

❖ Create passwords at least eight (8) characters in length

❖ Where possible, use a combination of upper and lowercase letters, punctuation, symbols and numbers. These types of passwords are harder to guess. A good rule is not to use any word found in a dictionary. Also, don't use repeated or easily guessed numeric values (e.g., 1111 or 1234).

❖ Don't write your password down anywhere.

❖ Don't include your password in any file, including a word-processing document, web page or an email message. If anyone else reveals a password to you, delete the information promptly and inform them.

❖ Don't use the same password for multiple logins. Cyber criminals can steal passwords from websites that have poor security, and then use those same passwords to target more secure environments, such as banking websites.

❖ Change your password regularly. Set an automatic reminder to update passwords on your email, banking, and credit card websites every three months, even if you aren't prompted to do so.

❖ Do not leave your computer unattended after you log in to online banking or any other secure site, and be sure to log out when you're finished. Don't allow anyone to gain access to your computer that you don't know or trust, (e.g. to fix a software problem or download a file).

❖ Try a secure [password checker](#). A password checker evaluates your password's strength automatically.

❖ Please contact First Community Customer Service at 1-855-328-2441 if someone has attempted to gain or has obtained your personal information, including your password.

USER ID SAFETY

At First Community Credit Union, it's our priority to provide you with the safest technology, but you play an essential role in keeping your personal information safe. Here are a few tips to help protect yourself and particularly for keeping your online banking User ID safe.

❖ A strong User ID is an important. Don't use personal information that could be guessed or easily discovered such as, your name or family names, birthday, address, phone number, driver's license number, passport number, or similar information.

❖ Create a User ID at least eight (8) characters in length.

- ❖ Where possible, use a combination of upper and lower case letters, punctuation, symbols and numbers. These types of passwords are harder to guess. A good rule is not to use any word found in a dictionary. Also, don't use repeated or easily guessed numeric values (e.g., 1111 or 1234).
- ❖ Don't write your User ID down anywhere.
- ❖ Don't include your User ID in any file, including a word-processing document, web page or an email message. If anyone else reveals a User ID to you, delete the information promptly and inform them.
- ❖ Don't use the same User ID for multiple logins. Cyber criminals can steal User IDs from websites that have poor security, and then use those same User IDs to target more secure environments, such as banking websites.
- ❖ Do not leave your computer unattended after you log in to online banking or any other secure site, and be sure to log out when you're finished. Don't allow anyone to gain access to your computer that you don't know or trust, (e.g. to fix a software problem or download a file).
- ❖ Please contact First Community Customer Service at 1-855-328-2441 if someone has attempted to gain or has obtained your personal information, to include your User ID.