NATIONAL CONSUMER PROTECTION WEEK | MARCH 6 -12

Twelve Steps to Protect your Mobile Devices

In recognition of National Consumer Protection Week 2016, Citizens Bank of West Virginia suggests following these 12 steps to protect your mobile device:

1. **Use the passcode lock on your smartphone and other devices.** This will make it more difficult for thieves to access your information if your device is lost or stolen.
2. **Log out completely** when you finish a mobile banking session.
3. **Protect your phone from viruses** and malicious software, or malware, just like you do for your computer by installing mobile security software.
4. **Use caution when downloading apps**. Apps can contain malicious software, worms, and viruses. Beware of apps that ask for unnecessary "permissions."
5. **Download the updates** for your phone and mobile apps.
6. **Avoid storing sensitive information** like passwords or a social security number on your mobile device.
7. **Tell your financial institution immediately if you change your phone number** or lose your mobile device.
8. **Be aware of shoulder surfers.** The most basic form of information theft is observation.
9. **Wipe your mobile device before you donate**, sell or trade it using specialized software or using the manufacturer's recommended technique.
10. **Beware of mobile phishing.** Avoid opening links and attachments in emails and texts, especially from senders you don't know.
11. **Watch out for public Wi-Fi.** Public connections aren't very secure, so don't perform banking transactions on a public network.
12. **Report any suspected fraud to your bank immediately.**

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