

Report Fraud

If you think you've been a victim of fraud or if you suspect fraudulent activity on your account with us please report it to us immediately. Call **03450 50 50 75**

We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels and for colleague training.

Useful Resources

www.takefive-stopfraud.org.uk

A national campaign led by Financial Fraud Action

www.actionfraud.police.uk

The UK's national fraud and cyber crime reporting centre

www.cifas.org.uk/individuals

The UK's leading fraud prevention services

www.fca.org.uk/consumers

Regulators of all financial services providers in the UK

www.cyberaware.gov.uk

A Home Office campaign to help protect individuals and businesses against cyber crime

Keeping your accounts safe

When it comes to keeping your money and personal information safe, you can never be too careful. Read more about how we keep your accounts safe and some top tips for you too.



Identity Verification

- We always verify the identity of new customers by completing an electronic identity check and/or asking for identification
- Whenever you contact us in relation to your accounts we'll always verify your identity before disclosing personal information
- We'll never ask you to disclose your full password to us

Our online security

- The information you provide to us using our online services is protected by SSL technology encryption - meaning your data will be sent securely to us
- We'll not allow access to your records if 3 incorrect log-in attempts are made
- We'll automatically disconnect you from our secure pages if you are inactive for more than 15 minutes
- Every time you log in to your online account, we will show the date and time you've last logged on

Fraud monitoring

- We monitor transactions to help detect any potential fraudulent and suspicious behaviour on our members accounts
- If we find unusual activity in regards to your transactions or changes to your account information, we may contact you to verify your requests. Until you confirm the activity we may hold the process

Tips to help keep your accounts safe

We use various online security measures to protect your money and personal information online, but there are also things you can do to keep your money safe

Do

- Choose a strong password - When choosing your password use a mixture of letters and numbers, avoid using your name or date of birth
- Use different passwords for every online account
- Keep your password secure
- Regularly check your accounts - if you see any unusual changes on your account please report it immediately

- Keep your contact details with us up to date - we may need to contact you by phone, email or letter, if we notice unusual activity on your account
- Keep your computer and other mobile devices up to date with the latest anti-virus, anti-spyware and software updates
- If you think anyone else knows your secure details, had improper access to your records or you've lost your passbook, please report it immediately

Stay scam smart - keep up to date with the latest scams. You can find lots of advice and useful information at www.leedsbuildingsociety.co.uk/fraud-protection/

Don't

- Never share your secure details (such as user name, password, memorable information) with anyone
- Never share any confidential account information via email or phone - We'll never ask you to do this
- Never transfer your money out of your account at the request of an unknown caller - we'll never ask you to do this over the phone or email
- Never let someone you don't know access your computer or mobile devices
- Don't click on any links in suspicious emails or text messages, delete them from your computer and block the sender's email address and phone number
- Never share your one-time password with anyone

Be cautious

- Be suspicious of any unexpected calls, texts or emails from third parties asking for personal information
- Think twice before sharing personal information on social media sites - check the privacy settings. The more private, the safer you are