

## INTERNET SECURITY

**First National Bank does not conduct surveys on our website via a popup that comes up after accessing the website. If you receive such a popup when you access the website, do not respond and notify the bank immediately.** The bank was notified by one customer of a popup displaying on our website that asks you to take a quiz. This quiz does not ask for confidential information but general questions such as “How many times do you use online banking?” Once the quiz is completed, it then lets you choose a gift of a disaster recovery kit for \$1 plus \$2.99 shipping. The customer charged this to a credit card and did receive the kit, which was not even worth \$1. The catch is that the next month, the credit card was charged \$99. The customer had inadvertently entered into an arrangement that cost her \$99 per month.

Below are best practices to follow to prevent unauthorized access to your computer:

- Verify that you have **current** anti-virus software and anti-spyware programs installed on your computer. These programs should scan regularly. Do not respond to a popup on your computer to purchase such a product. A current scam occurring involves such a popup that will infect your computer even if you hit cancel or try to leave the popup by closing out with the ‘X’. The only way to avoid infection in this case is to turn the computer off or end the popup via Task Manager.
- A firewall should be used.
- Properly configure and patch operating systems, browsers and other software programs.
- Be cautious about all communications – **Think before you click!**
- Do not open email or related attachments from un-trusted sources.
- Do not use the same login information (User ID and Password) for your online banking that you do for other sites. The bank has dual authentication in place to protect against unauthorized access to your account. If you use the same login information at all sites and these sites do not have the same level of security, hackers will retrieve this information and attempt it in your online banking account.

Please notify the bank at 270-754-3300 or email Susan Wells at [swells@fnbmc.net](mailto:swells@fnbmc.net) should you notice any unusual prompts on the website. Your internet banking security is a top priority for First National Bank.