Click with Confidence

Request for Information 	Fraudsters may try to gain your confidential or personal information through phone calls, text messages or emails to make it look real. Genuine companies will never email you for your username, password and banking information. Look at the email address to confirm your suspicions.
Listen to your instincts 	If something feels wrong then you are usually right, don't feel afraid to question it. Question the sources of the request, look at the email address does it look legit, you can contact the company directly to check the request.
Updates 	There are simple steps you can take to protect yourselves It is important that you keep your devices updated with recent version of your software, apps and anti-virus available.

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Think before you click! 	Social media, tweets, text messages or emails- if anything seems unusual and too good to be true, it probably is! Listen to your instincts!
Impersonators 	To ensure you receive important communication about your online accounts, it is important to keep your information up to date, i.e. address, telephone number and email address. Don't assume an email request or a phone call is genuine. If you are not sure contact the company directly through your normal way of contact.
Passwords 	Create a unique password and avoid common words and names known to you. Remember to change your password often and use different passwords for different accounts. When creating passwords use a minimum of 8 characters, a mixture of upper / lower case letters, numbers and characters.
Secure server 	Websites usually have a padlock icon before their web address to show the connection to the server is encrypted.