

## **Mobile Safety FAQs**

### **What are some ways I can protect my mobile device?**

Protect your phone by using a passcode or fingerprint technology to unlock your phone. Keep your phone locked when not in use. Do not share passwords or passcodes.

### **What happens if I misplace or lose my mobile device?**

If you misplace or lose your mobile device you can take precautions by logging into your bank account online and changing your password. You can also check your balances. If you are unable to get to a computer, contact us to assist with a password reset.

### **Lost your phone and have your card in your digital wallet?**

While all mobile phones digital wallets have different security measures, you can always login to your home banking and temporarily freeze your card OR block it and request a new one. This is under the Services section, ATM/Debit Card Settings.

### **What happens if I get a new device?**

If you get a new device, make sure to wipe clean your information from your old one before safely disposing of it. You will then need to re-download the mobile app from the app store or in some cases from your profile used on your phone.

### **I received a text messages from Community Choice asking me to click here and login using my account number and/or login credentials, should I?**

No. Community Choice will never ask you to text us your account information. Delete the text message and login as you normally would by going directly to our app or web browser. You can also save our link as a favorite so you access the same link each time. If you are unsure, contact us for assistance or to report the false request.

### **How do I know of my passcode is secure?**

Don't use 1234, 0000 or an identifiable number such as a DOB.

### **Is it OK to use any free public WIFI?**

No. The recommendation would be to not use your mobile banking app or any other apps that use personally identifiable information. It is always best to use a secure private network when accessing financial information.