SunTrust is committed to helping you keep your online transactions safe and secure. SunTrust maintains company-wide programs that include technology tools, corporate policy, and procedures to help protect your information. Below are a few recommended best practices that will help you mitigate the risk of unauthorized access and fraud.

**Password/Authentication**

- Create passwords memorable to you and difficult for others to learn. Do not write passwords down.  
  - Avoid obvious passwords or Personal Identification Numbers (PIN), such as your zip code or year of birth, and never use personal information, such as your Social Security number.  
  - Use a mix of letters and numbers.  
  - Create different passwords for each online account.

- Do not share your account and login information such as user names, passwords or PINs with anyone.

- Change your passwords every 30 to 60 days. If you suspect your accounts, user names, passwords or PINs are compromised, contact that company immediately and change your passwords.

- Log off when you are finished with a site.

**Computer and Mobile Security**

- Install and keep anti-virus and security software up-to-date on your computer. Personal firewalls also assist in preventing cyber-attacks.

- Install software patches, operating system updates, legitimate third party application updates, and hotfixes.

- Secure your home or office wireless network.

- Use a password on mobile devices and protect other electronic devices by using a password.

- Report lost/stolen mobile phones.

- Only download mobile applications from trusted sources.

**Monitor Your Accounts**

- Use online and mobile banking to monitor your bank accounts. SunTrust’s Online Banking with Bill Pay provides you full access to your accounts 24/7, so you can quickly identify any suspicious activities and notify the bank.

- Set up Online Banking alerts via email and text message. Alerts will notify you of unusual purchases or activity on your account. Notification options include when:  
  - Your balance is above or below specified amounts  
  - A bill payment is due  
  - Your account is overdrawn