

## Protecting yourself from fraud



Keeping yourself safe online and protecting yourself against fraud is something that everyone should take very seriously and we're here to give you a few tips on where to start. While we will protect the security of your accounts, it is important for you to take reasonable measures to keep your own personal information safe.

If you change any of your personal information such as your name, address or other contact information it is important to let us know as soon as possible. You can do this by completing an amendment form and bringing this into a branch with acceptable identification. Don't worry if you don't have access to a printer, we have plenty of these forms in branch for you to use. If you're unable to make it to one of our branches, you can post your form along with your identification to our Tipton Head Office.

Every time you bring your passbook in to one of our branch offices we will update it for you. It is important to have your passbook updated regularly. If you see any transactions that seem out of place you should let us know immediately so that we can help sort this out for you. You can also request your passbook to be updated by posting it to us.

You should take extra care with your passbook, any cheques and your personal information. Below are some tips to help keep yourself protected from fraud:

- Never give out any of your personal account information or any other security details. If you are not confident the person who is requesting your information is from a reputable company you should not pass any information over. Here at the Tipton, we will never contact you by email to request personal information.
- Make sure you keep any paperwork detailing your personal information and account details stored in a secure place. When disposing of any of this paperwork you should always shred your information.
- When writing cheques be sure to put the right name in the payee line of the cheque and where possible include the account number you want the cheque to be paid into. When you have finished writing your cheque, draw a line through any blank space you haven't used to stop anyone from changing the names and numbers.
- If you have accounts with other providers we recommend you regularly check your statement to make sure no strange transactions are showing on your accounts.

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**0121 557 2551**  
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Bilston branch  
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**01902 882469**  
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