

HOW TO

Shop safely

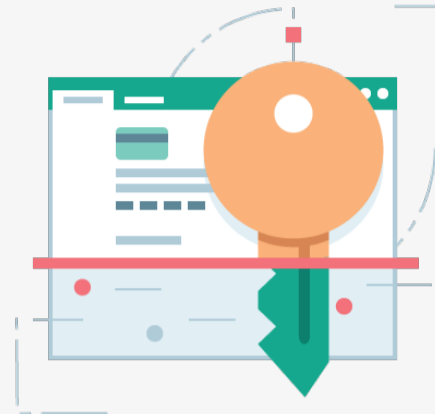
How to shop and bank safely online



1

Optimise security

Make sure all your devices are protected with **up-to-date internet security software**. For traditional devices, like laptops and desktops, this includes installing a security product. For a smart or Internet of Things device, like an Alexa, **disable any functions you don't need**, change default login credentials and make sure they're up-to-date.



2

Keep it official

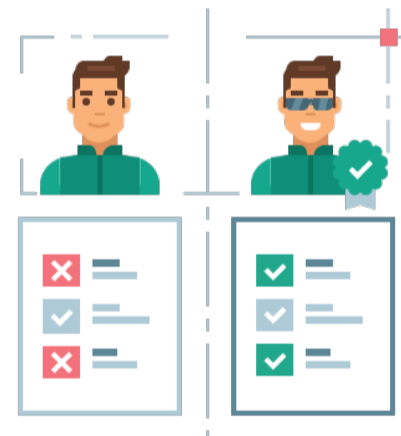
Only use apps from an official app store (such as Google Play or the App Store), and type your bank URL into the address bar yourself – **never access a bank website from an unsolicited link**.



3

It's good to talk

If you're in any doubt about the authenticity of a message, if you see something suspicious during a bank transaction, or if you notice something suspicious on a bank statement, **call your bank immediately**. Use the number on the back of your bank card, or from official bank correspondence, never one from an email or text that you think might be a fraudulent.



4

Check for extra tools

If your anti-virus product has a specific tool to secure your online transactions, make use of it – it'll help keep your shopping and banking activities protected.



5

Time to change

Change your password immediately if you hear that your bank or a shop you use has suffered a security breach. When doing so, try to use a mixture of cases, numbers and punctuation marks. Mix things up to obfuscate it, and be creative e.g. "cHr1stm4sWhEEIM@rr0w".

