

INFORMATION SECURITY BRIEF

JANUARY 2024

New Year. New Speed. New Risk.

As technology continues to advance in our personal and work lives, technology plays an increasingly pivotal role in enhancing productivity and efficiency. Tasks such as document signing, customer communication, and market exploration are now accomplished in a fraction of the time compared to just five years ago. However, as we embrace the new year with fresh goals, we must be vigilant, as cyber attackers capitalize on the hustle and bustle to catch their victims off guard.

Pause. Think. Act.

- **Pause**
 - Whether it's a \$5 mobile deposit approval or a \$250,000 wire transfer, always take a moment to pause, regardless of the urgency. Cyber attackers often exploit a sense of urgency in virtual and in-person scenarios, aiming to coerce hasty and ill-informed decisions.
- **Think**
 - Before proceeding, carefully consider the nature of the request. Understand the bank's policy for the given transaction and identify any potential concerns or ambiguities that require clarification. Leverage your knowledge and experience, and don't hesitate to seek input from your team and leadership. If something feels off, trust your instincts—it probably is.
- **Act**
 - Our day-to-day actions, whether it's clicking, calling, or confirming, significantly impact the financial well-being of our customers. As trusted advisors, our goal is to act in the best interest of our clients. Exercise diligence and caution to ensure that every action aligns with this commitment.

Apply these steps in your work and personal life. As we enter 2024, take simple steps to protect yourself and your customers. Ask questions, take a minute to think about the situation, make extra calls, get feedback from colleagues, and stay alert. If you see something, say something. BankOnIT is available 24/7 to provide guidance or review of items you believe may be malicious.