



## Security Advisory for Online Banking and Bill Pay

Customers Bank takes the security and protection of your accounts very seriously. As such, we are providing this Security Advisory to you for Online Banking and Bill Pay.

Before you access Online Banking and Bill Pay, please make sure that you have the following equipment and software installed on your computer:

1. Current secure browser, such as IE 8 (Internet Explorer) or the latest version of Firefox, Chrome, Safari, or other browser program
2. Patched operating systems
3. Current and up-to-date anti-virus program
4. Be sure that the operating system software firewall is activated

In addition to the items listed above, if you are using a wireless home network to connect to Customers Bank's Online Banking and Bill Pay, for your protection and security you should also have:

1. A wireless router that does not broadcast the home network's SSID. (SSID stands for service set identifier and is the public name for a wireless network.)
2. WPA (Wi-Fi Protected Access) is the encryption for the wireless network and secures your home network.
3. Strong password authentication for the network.

If you don't have these security measures in place, you will use Customers Bank's Online Banking and Bill Pay at your own risk.

Customers Bank offers "**CB ACCESS**" as the **ONLY** approved software application for our Mobile Banking product. Please be advised, if you download third party software to your cell phones that enables mobile banking, Customers Bank does **NOT** sanction the use of such software. There are companies offering such applications for cell phone users without the knowledge of the banks offering online banking services and such use is not recommended.

If you have any questions or concerns, please email Customers Bank at [contactus@customersbank.com](mailto:contactus@customersbank.com). You may also call (866) 476-2265.

Thank you for choosing Customers Bank. We appreciate your business.