

# SECURITY AND FRAUD PREVENTION

## PROTECT YOUR ACCOUNT AND IDENTITY



**Transamerica is dedicated to helping you feel confident your accounts are protected.**

We feel so strongly about the security of your accounts that we pledge to restore all covered losses due to unauthorized account activity that occurs through no fault of your own in any covered Transamerica account.

### HOW TO PROTECT YOURSELF

Online security has become an increasingly common concern. The good news? There are simple steps you can take to better protect yourself from identity theft and fraud:

#### ONLINE

- Create online accounts for every financial or medical institution you work with; if you don't, someone else can!
- Monitor your accounts
- Use strong passwords
- Enable multi-factor authentication when available
- Don't overshare on social media (and tell your kids not to either)

#### OFFLINE

- Be careful with your mail:
  - Avoid sensitive material being mailed to you; opt for e-delivery
  - Retrieve mail as quickly as possible to avoid theft
  - Hold your mail while on vacation
  - Have new checks mailed to your bank or other secure location
- Shred all documents with personal info before throwing away or recycling
- Sign up for text, email, and phone alerts for online account activity
- Use auto-pay instead of sending a check in the mail

#### SOCIAL SECURITY NUMBER

Questions to ask when your SSN is requested:

- Why it's needed?
- How it will be used?
- How it will be protected?
- What happens if you don't share the number?

#### ELECTRONIC DEVICES

- Install anti-virus and spyware software — and update often
- Avoid phishing emails; don't open emails from people you don't know
- Be wise about Wi-Fi
- Always lock your laptop, tablet, and phone
- Set up a secondary security question/PIN with cellphone provider
- Delete sensitive information before disposing of old devices
- Read Privacy Policies

## ADDITIONAL STEPS YOU CAN TAKE

- Visit **AnnualCreditReport.com** to request free copies of your credit report to understand what information about you is out there
- Regularly monitor your online financial and healthcare related accounts
- Learn more about protecting your privacy, identity, and online accounts at **consumer.ftc.gov**
- If you become a victim of identity theft or fraud, visit **IdentityTheft.gov**
- Periodically update your passwords and activate multi-factor authentication when available

## WHAT TRANSAMERICA IS DOING TO PROTECT YOUR ACCOUNT

We protect your account information by putting multiple safeguards in place — online or by phone, including:

- Account and ID verification when establishing an account
- Device registration and multi-factor authentication
- Ability to add additional custom security questions
- Automated activity alerts by text, email, or by phone
- Transamerica Voice Pass where your voice is your password to access your account
- A dedicated cybersecurity team who identifies threats and adjusts protocols as needed

[Click here to watch a Transamerica recorded webinar:](#)

Security & Fraud  
Protection

## Access your account or get account support:



Visit [secure2.transamerica.com/register/your-information](https://secure2.transamerica.com/register/your-information)



Call 800-755-5801 to enroll in Voice Pass

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