

PLAYING IT **SAFE**

Be safe and healthy on the job with these helpful tips provided by
Crendon Insurance Brokers Ltd

Identity Theft in the Workplace

Protect sensitive customer information

Identity theft is a serious problem and identity thieves are constantly coming up with new ways to obtain personal information. Our customers trust us to keep their sensitive information private and secure, and we take that responsibility very seriously.

It is important that we all do our part to prevent identity fraud and protect our clients. This includes taking security measures so that customer information is shared only with necessary parties. Unfortunately, fraud often comes from inside an organisation, so it is important to be aware of security internally, as well as when dealing with people outside the company.

Computer

Your computer likely contains the most sensitive customer information. Follow these guidelines so that this information is kept secure:

- Never leave passwords where anyone can find them.
- When you step away from your computer, always “lock” the screen.
- Do not allow unauthorised persons to access your computer.
- When sending email with personal data, make sure it is encrypted for security.

Customer Contact

Only gather or provide sensitive customer information through company-approved channels. Do not use personal email (or if you must, be sure to encrypt the message). Follow company policies to verify the identity of the customer when giving out or changing any personal information. Use discretion when offering or receiving personal information over the phone – this is a common way for thieves to commit identity fraud.

Paperwork

When stepping away from your desk or leaving for the day, do not leave any paperwork with sensitive information lying on your desk. It should be filed in a locked drawer or cabinet. When disposing of personal information materials, use the paper shredder or secure recycling container.

Above all, be aware of the potential for identity theft when handling personal data. If you are ever suspicious of a transaction or conversation you are having, follow your instincts and pursue further verification before proceeding with the customer’s request. Talk to your supervisor if you have a question about procedure or need assistance with a particular transaction. If we all do our part, we can prevent identity fraud from occurring and protect our company and clients.



Did You Know?

According to the UK’s Fraud Prevention Service (CIFAS), identity theft is one of the fastest growing crimes in the United Kingdom today. If we all do our part, we can help protect our clients’ information and prevent potential fraud.

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