RAYMOND JAMES

Mitigating fraudulent activity

RECOMMENDATIONS AND RESOURCES FOR YOU:



ENSURE ENHANCED AUTHENTICATION ON CLIENT ACCESS ACCOUNT IS ENABLED (IF APPLICABLE)

Raymond James Client Access uses Enhanced Authentication, which is a form of multifactor authentication where you receive a one-time passcode via text when you attempt to log in.

Many other financial institutions and online account providers also offer multifactor (or "two-factor") authentication to safeguard online activity. Contact your financial institutions and other account providers to see whether they offer enhanced authentication and request assistance with setup.



RUN A REPUTABLE VIRUS/MALWARE SCAN ON EVERY DEVICE USED AND CHANGE EMAIL PASSWORD AS WELL AS ALL PASSWORDS FOR ANY ONLINE ACCOUNTS, SUCH AS:

- Banks
- Credit cards
- Utilities (e.g., water, power, etc.)
- Memberships/subscriptions (e.g., Amazon, eBay, Netflix, Xbox, Sony, Hulu, etc.)
- Social networking (e.g., Facebook, Twitter, LinkedIn, Instagram, etc.)
- Any/all online bill pay service accounts

Remember to choose strong passwords that are hard to guess and use a mix of letters, numbers, and symbols. Use a different password for each account.

For Raymond James, you can reach out to Client Access Support at 877.RJ.ACCESS (877.752.2237) to reset your Client Access password and security questions, if needed.



ARE YOU A VICTIM OF IDENTITY THEFT?

- Failure to receive bills or other expected mail.
- Receipt of credit card statements or other financial documents for accounts you did not open.
- Contact from lenders or credit collection agencies for loans you did not take.
- Unexplained credit denials.
- Inability to place or receive calls from your telephone.



NOTIFY AND REVIEW

- Notify all financial institutions that you maintain relationships with (banking, investments, credit cards, etc.) that your identity has been put at risk and to request to have a "Red Flag" alert placed on your account. Take note of the date, time and the name of whom you speak with at each institution.
- Review account statements regularly.

RESOURCES

Reporting Identity Theft and creating a recovery plan are critical to protecting your assets now and in the future.

- What to do Right Away
- How to report Identity Theft:
  - Was your Identity compromised?
    - Report to the Federal Trade Commission's Identity Theft program and create a customized Recovery Plan
  - Did you also lose money or assets?
    - Report to the FBI's Internet Crime Complaint

INTERNATIONAL HEADQUARTERS: THE RAYMOND JAMES FINANCIAL CENTER
880 CARILLON PARKWAY // ST. PETERSBURG, FL 33716 // 800.248.8863 // RAYMONDJAMES.COM

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