



HOW TO SECURE **COMPROMISED** ACCOUNTS

NAVY FEDERAL
Credit Union

Our Members Are the Mission



If your accounts have been compromised, your ability to sign in to mobile* and online banking will be temporarily restricted for your protection. We can help restore access, but first you should follow these steps on all your computers and/or mobile devices.

Step 1:

For Windows® and Android™-based systems: run a full anti-virus/anti-spyware scan on your devices, remove malicious programs/threats, and make sure a firewall is enabled.

Step 2:

For Apple® products: update your iOS system to the latest version and make sure all security patches are current.

Step 3:

Log in to all your email accounts and reset your passwords using a strong password. Be sure to end/sign out of all email sessions on all devices.

- **For Apple® products:** Update your email password through Apple® ID
- **For Android™ products:** Update any email passwords through the Google admin

Step 4:

When you've completed the steps above on all devices, contact us at **844-640-1861, Option 2.**

Navy Federal offers enhanced account and security features to help you protect your money and data. Learn how you can set up these security features in minutes by visiting the **Navy Federal Online Security Center**.

Security Is a Joint Mission

Federally insured by NCUA. *Message and data rates may apply.

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