

FRAUD PREVENTION AND DETECTION GUIDE

Section 1: Account Fraud Detection

When an account is flagged for fraud, it means our security system has detected suspicious activity.

This could include:

- Unusual login locations
- Multiple failed login attempts
- Large or unusual transactions
- Rapid account changes

Section 2: What to Do If Your Account is Flagged

1. Do not ignore the notification
2. Contact our support team immediately
3. Verify your identity through secure channels
4. Review recent account activity
5. Change your password if compromised

Section 3: Investigation Process

- Our fraud team will investigate within 24 hours
- You will receive updates via email/phone
- Provide any information requested promptly
- Keep transaction records handy

Section 4: Account Recovery

- Reset your password

- Enable two-factor authentication
- Review and update security questions
- Monitor account activity closely

Section 5: Prevention Tips

- Use strong, unique passwords
- Never share account information
- Enable notifications for account activity
- Regularly review login history
- Update recovery email/phone number