



Consumer Tips

The Consumer Financial Protection Bureau (CFPB) is publishing consumer tips on how consumers can better protect themselves when using their mobile devices for financial transactions. Accessing accounts via mobile devices is like using a computer and consumers should use similar online safety practices. The tips for using a smartphone or tablet more safely include:

- Only use secure websites, apps, and hardware: Consumers should make sure to use a reputable company and to go through the company's website, not through a link sent by someone else that could be fraudulent. When using free or public Wi-Fi, consumers should try to use a private network and go to a secure site that begins with HTTPS.
- Protect personal information: Consumers should not share their PIN or passwords with anyone, and they should not save passwords on their phones or tablets.
- Use strong passwords: Password protecting a cell phone or tablet helps prevent or at least slow down thieves from accessing information on the device, so consumers should use strong, unidentifiable passwords.
- Report loss or theft to financial institutions: If consumers lose their cell phone or tablet used for mobile banking, they should tell all of their financial providers – banks or credit unions, credit cards, prepaid cards, and personal finance apps.
- Close browsers when finished: Consumers should log out of their browsers when finished with their banking or financial transactions and they should consider clearing their browsing history.

The consumer tips can be found at:

http://files.consumerfinance.gov/f/201406_cfpb_consumer-tips_mobile-rfi.pdf

