

KEEPING YOUR INFORMATION SECURE

WAYS TO HELP PREVENT IDENTITY (ID)



ID fraud is something that should be of concern to us all. However, by managing your information carefully you can substantially reduce the likelihood of becoming a victim of identity fraud. Here are some tips to show you how:

Be vigilant - beware of anybody who contacts you unexpectedly and asks for personal information or account details even if they claim to be from Lewis', or another official organisation such as you bank or local council. Ask for their name and a contact number and then check with the organisation in question before calling back.

Pay attention to billing cycles or missing mail - If your mail arrives late or goes missing, it could mean a fraudster has changed your mailing address.

Protect your post - if you suspect your mail is being stolen or a mail redirection application has been made in your name without your knowledge, contact Royal Mail.

Moving House - if you are moving house, tell Lewis', and of course other organisations that you deal with as quickly as possible, and don't forget to ask Royal Mail to re-direct any mail from your old address to your new one for at least a year.

Shred all documents - shredding documents containing personal or financial information is the best way to ensure that criminals cannot build up a profile based on the information you discard in your rubbish.

Staying secure online - when online your computer can become vulnerable, and used by criminals to steal your data and passwords. To help prevent this always use up to date anti-virus software and make sure your computers software is kept up to date.

Harmful emails - if you ever receive an email from someone you don't know, be careful not to click on any links or attachments, as they may install harmful software on your device.

If you have access to the Lewis Client Portal, please be aware that we do not send emails asking you to reconfirm your password or personal information for "security purposes".

However when you call us we may ask you questions to enable us to confirm your identity.

The more quickly you detect identity theft, the easier it is to recover" -

Beth Givens

Please inform us immediately if at any time you suspect someone else has obtained your Lewis Client Portal password and/or there is a risk that they may try to access your account or sell your investments.