Premier Education Series

Corporate Account Takeover: How to Mitigate Risk to Your Business

Incident Response Plan Customer Checklist:

- ❒ ***Step 1:*** Have the direct contact numbers of key bank employees (including after-hours numbers)
- ❒ ***Step 2:*** Contact local law enforcement to report incident and possibly the local FBI office to fill out an IC3 form for this cyber-crime
- ❒ ***Step 3:*** Steps you should consider taking to limit further unauthorized transactions, such as:
  - ❒ Changing passwords
  - ❒ Disconnecting computers used for Internet Banking
  - ❒ Requesting a temporary hold on all other transactions until out-of-band confirmations can be made
  - ❒ Contacting your insurance carrier
  - ❒ Working with computer specialists and law enforcement to review equipment
- ❒ ***Step 4:*** If bank account(s) is/are found to be compromised, closing of the account(s) affected
- ❒ ***Step 5:*** Document the incident, writing down all that happened (time, date, employees affected, etc.) to help you, the bank and law enforcement with recovery efforts

Questions? Our Business Care Center is here to help.

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