



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.

Visit navyfederal.org for more information. Apple® is a trademark of Apple Inc., registered in the U.S. and other countries. Android™ is a trademark of Google LLC.

Windows is a trademark of the Microsoft group of companies.

© 2022 Navy Federal NFCU 20377 (7-22)