HOW TO SECURE COMPROMISED ACCOUNTS
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

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