



Tips that everyone should know to reduce the risk of online identity theft

- Never input your account number, debit card number, Social Security Number or other personal information into a website. North Valley Bank's website will not ask for those pieces of information to gain access to your accounts.
- Never give your account number, debit card number or other personally identifiable information to someone that calls or emails you stating you won the lottery, have a family member imprisoned in a foreign country or a family member that passed away in a foreign country. These are all scams.
- Never click on a link in an email unless you are expecting the email. Even emails from friends and family may contain viruses if the friend or family member has a virus on their computer. Install and update antivirus and spyware removal programs. Perform daily scans if you're on the Internet daily.
- Monitor your bank accounts regularly. The key to minimizing the amount of fraud is early detection. The earlier you notice the fraudulent activity and notify your financial institution, the quicker the thieves' efforts are thwarted.
- Use very different passwords for each system you access. In the event that one of your passwords is compromised, the sites you access will be limited to the ones you use for that specific password.
- Utilize strong passwords that contain a combination of letters, numbers and symbols.
- Avoid common words, your name, family names, pets names, etc.
- Change your passwords often. When choosing a new password, use a completely different naming convention and different letters/numbers/word. Repetitive uses of the same passwords are easily guessed by the thieves.
- For additional tips, click here.

Of course, we encourage you to call us should you become a victim of malicious activity so that we can answer any questions you have regarding your online banking accounts. The Customer Resource Center is available Monday through Friday 7:00 am to 7:00 pm, or Saturday from 9:00 am to 2:00 pm at 866.869.MORE (6673).

Get More.

