

CUSTOMER AWARENESS & EDUCATION

Fostering Business Awareness & Providing Timely Education Information

Roundbank understands that our business customers want to use Online Banking to efficiently conduct their banking activities. We also recognize that there are risks associated with using technology to complete your banking transactions; and want to ensure that our customers are aware of the increasing risks of fraudster's and their sophisticated and malicious techniques to gain control over customer account information.

Risks can often be mitigated at different levels at both the bank and at the customer's site. Roundbank uses the following to help mitigate the risk at the bank level:

- Anti-Virus/Anti-Malware- is used to prevent, detect, block and remove adware, spyware and other forms of malware
- Networking Firewall- This is a separate appliance on your network that helps sort and block internet traffic.
- Intrusion Prevention/Detection- This is an appliance that will monitor all activity on your network and shut it down before it causes damage.
- Complex Password-including numbers, upper and lower

case letters and special characters.

- Multifactor Authentication/Tokens- Multifactor authentication means more than just a password and security question. Hackers are very sophisticated and in order to prevent making it easy for them using out of band authentication like tokens or phone call backs, is really a best practice to ensuring

your transactions are authorized.

- Annual Reviews/Limits

We encourage

you to ask questions and keep up to date reading about different scams and fraudsters attempts. Additionally, we will do our best to keep you informed on the latest scams. If you have any questions on the protections we have implemented please contact us. Also, look for future education pieces or if you have an area that would interest you to know more about please let us know.

As always, we appreciate your business!

Roundbank would like to see our customers implement the following controls to help mitigate the risk at the customer's level:

Anti-Virus/Anti-Malware

Personal Firewall

Intrusion Prevention/Detection

Complex Password- Including Numbers, Upper and Lower Case Letters and Special Characters.

Security Questions/Tokens

Annual Reviews – Including Your Users And The Limits Of Your Files