



At Prosperity Bank, the financial security of our customers is a top priority. We are continuously working to keep your accounts and information secure. Below is information that can assist you with safeguarding your accounts and devices.

Important Security Reminders

- Prosperity Bank will **NEVER** ask for your password or login credentials.
- Prosperity Bank will **NEVER** send you links to login or enter your online credentials.

Common Attack Methods:

Passwords:



Passwords are the first line of defense to protect your digital assets. With stolen passwords continuously at the top of the list for the causes of security breaches, password security must always remain a top priority to keep yourself safe from cyber threats. **Never share your password or one-time passcode with anyone, even if they request it.**

Tip: Use strong complex passwords (Alpha, Numeric, and special characters), enable multi-factor authentication, use a password manager to help manage passwords.

Smartphones and Social Engineering:



- Hackers are increasingly targeting their victims through smartphones. They send texts and make calls that attempt to trick you into doing something against your own best interests.
- Attackers may attempt to impersonate Prosperity Bank associates in an attempt to capture financial information or commit electronic funds transfer theft.

Tip: Block unwanted calls and text. Never give out your personal information to questionable requests. Keep your device software updated and avoid public Wi-Fi when conducting business.



Email:

- Be aware of fraudulent e-mails that ask for personal account and financial information.
- Attackers create these e-mails so that they appear to have come from Prosperity Bank or other Regulatory Entities, they create a false sense of urgency, and they ask for you to reply, call, or click malicious links and share your personal information.

Tip: Be cautious with emails by verifying senders, avoid suspicious links and attachments. Use spam filters and unsubscribe from mailing lists.



Malware:

- Malware is a destructive program loaded on your computer without your permission or knowledge.
- Malware can appear as a legitimate application on your computer but actually monitors your activity and collects sensitive information.

Tip: Maintain up-to-date malware protection software and firewalls to help avoid these potential risks.

By following these simple tips, you can significantly reduce your risk of becoming a victim of fraud.

Report incidents by calling our Customer Service Center at [800-531-1401](tel:800-531-1401) and visit our website to learn more www.prosperitybankusa.com/Fraud-Prevention.

Follow Us



**[1-800-531-1401](tel:1-800-531-1401)
www.prosperitybankusa.com**

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If you have any questions about your account, please call 1-800-531-1401 to speak with a live representative during regular business hours Monday – Friday: 7:00 a.m. – 7:00 p.m. and Saturday 9:00 a.m. – 5:00 p.m. Please do not send sensitive personal account information to us via email. Please do not reply to this email, as email replies are not monitored.



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