Security is the Key – Guide to financial security

Finamérica, a Commercial Financial Company

Important Things to Keep in Mind

Make sure you carefully read this information. It will be very useful to you.

Security in the Office/Branch

Employee Impersonators

• Don’t place your money with people who approach the waiting line with promises of speeding up service. Do it yourself at the teller window. In many cases the impersonator holds a fake identification card or badge.
• Avoid continuing conversations initiated by strangers on the line.
• If you detect suspicious acts in the office, communicate them to an employee or other personnel who are in charge of security.

Robbery

• Pay attention to who uses a cell phone in the office. This is one of the most common ways of informing another accomplice of when someone leaves with large sums of money.
• If you withdraw large sums of cash, get a police officer to accompany you. A bank employee can help you get one.
• Change your routine when you are making transactions. Don’t always go to the same office at the same time.

Card Security

• Immediately after you have received your card, verify that it is in new condition. Check that the magnetic strip is not worn.
• Sign it immediately in the space provided for your signature.
• Keep it in a safe place.
• Never write your national identification number on the card.
• Do not write your pin or any clue about your pin on your card. Memorize it.
• When you are entering your pin in a device, protect it and cover it so that people who are nearby cannot identify the numbers you are entering.
• When you are handing over your card because it is worn or you want to get exchange it, make sure that the employee cuts or tears it apart at the middle of the magnetic strip.
• When you make purchases with your card, always wait until the transaction has gone through and that your card is returned to you.
• Make sure you always receive a receipt for your purchases.
• Do not share your pin with anyone, least of all with strangers.
• Check regularly that your card is in the place where you normally keep it.
• Change your pin periodically.

**Information Security**

• Protect your personal identification documents and information.
• When you write checks and fill out other forms for transactions, cross out the blank spaces in the document.
• For your peace of mind, we at Finamérica would like to inform you that you can rely on our policies and technology to avoid the undue use of your information by unscrupulous individuals.

**Blocks**

• If you need to block any of your Finamérica cards, communicate with us through our Client Attention Line.
  
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  If you have any questions about our products or the delivery of our services, you can do the following:

• Contact our commercial assessor (loan officer)
• Come to the office where you solicited your product or through any of the offices in our network.

*You have the key to your security!*