

## Online Login Best Practices

### ON COMPANY PROPERTIES

The information that you and your clients access from Penn Mutual and HTK company websites and online tools can only be accessed with a username and password.

As part of Penn Mutual Information Security's ongoing efforts to strengthen security and protect client information, we also require multi-factor authentication (MFA) for anyone logging into the Penn Mutual/HTK online account.

- Users have the option to "opt in trust the browser" on a trusted computer so they will not have to enter a security code for that particular device and browser in the future.

It is everyone's responsibility to keep their login information confidential.

### OUTSIDE OF COMPANY PROPERTIES

- Set up and use multi-factor authentication (MFA) to help protect information online. This adds an extra layer of security in the event the account password is compromised by requiring a password and an additional code to log in.
- Use caution and always access company and client data using a secure or private network.
  - Please note, public Wi-Fi networks (e.g. coffee shops, libraries, etc.) are not always safe.

### HOW TO SAFEGUARD YOUR LOGIN INFORMATION

- Safeguard your login information (user name and password) at all times.
  - Never share or disclose login information to anyone.
  - Never re-use the password you create or use to access our Company systems.
  - Never enter your Company login information into non-Company websites and applications.

***Please note, Company employees will never ask you for your password.***
- If you think your Company password has been compromised or if your login credentials were part of another data breach or scam, log in and review your account activity.
  - Update your password immediately to a long, strong and unique password.
  - Contact the Solution Center (phone: 1-800-523-4860) immediately if your company login credentials have been compromised and they will assist you and notify the Information Security Team.
- If your staff needs access to Company systems, please work with your field office to request login information and access.

**For financial professional use only.**

Last reviewed: 11/2024