

Verification and other security best practices to protect your business

Protecting data, systems and confidential information is everyone's responsibility. Here are some best practices from Penn Mutual Information Security to consider to help protect your clients and your business from potential security events.

VERIFICATION FOR PHONE CALLS, EMAILS AND WRITTEN REQUESTS

- Have business procedures in place to verify or validate the identity of the requestor.
- Always call the requestor, using the phone number you have on file/record, to verify any request that is out of character, unusual or unexpected.
 - This includes phone calls, texts, emails and other written requests.

OTHER SECURITY BEST PRACTICES

- Increase your personal and staff's knowledge on how to detect fraud, cyber events and potential scams.

Keep up to date with Company information, technology and cyber news available on gateway.pennmutual.com and other news sources.

- Leverage public resources available for financial professionals, people and small business.
 - Here are a few suggested cyber websites:
 - www.finra.org/rules-guidance/key-topics/cybersecurity
 - cyberreadinessinstitute.org/resources
 - staysafeonline.org
- If you suspect a security breach or event, you must contact the Solution Center (phone: 1-800-523-4860) within 24 hours of the discovery of the event. These events include, but are not limited to:
 - Your laptop or device becomes lost or stolen (actual or suspected)
 - Your password becomes compromised
 - You accidentally respond to a phishing email (clicked on link, opened malicious document attachment, etc.)
 - Suspicious activity is discovered (i.e. virus infection, adware, etc.)
- If you suspect fraud or any suspicious incident involving a client's account, you should report it promptly to the SIU team at: Email: SIU.Inquiries@pennmutual.com and Phone: 844-996-COMP (2667)

Please note: Penn Mutual does not warrant, guarantee or assume responsibility for the accuracy or reliability of any information offered by the third-party websites listed above.

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