

# Email Compromise

## → Your Next Steps

Do you believe your email has been hacked? Have friends and family members been reaching out to you regarding messages you didn't send? Here are your next steps.

### ✓ Update your password.

Immediately update your password. If you use a similar password for other accounts, update those as well. If you do not have access to your email, you will need to contact the email provider in order to obtain access.

### ✓ Set up two-factor authentication.

Turn on multi-factor authentication wherever possible. This requires not only your password, but an additional security verification to access your email.

### ✓ Check your account settings.

There are a few things to confirm when checking your accounts settings. Confirm your signature block does not have unfamiliar links. Confirm there are no "rules" set up to forward your emails automatically to another email address. Delete any rules that you did not set up.

### ✓ Check your mailbox activity.

Confirm what kind of information the hacker may have been able to access. Review all recently sent mail and folders within your mailbox.

### ✓ Perform a security scan on all devices.

Perform a security scan on all electronic devices from which you have accessed the account. Ensure your anti-virus software is up to date.

### ✓ Visit [IdentityTheft.gov](https://www.identitytheft.gov).

If the hacker used your personal information to open new accounts, apply for government benefits or file taxes, report it to [www.identitytheft.gov](https://www.identitytheft.gov).

### ✓ Notify your contacts.

Send an email to your contacts stating that you were hacked and to not open any attachments or respond to any potentially suspicious emails. Notify your Advisory Team at Buckingham or your financial advisor to place a security alert on your profile.

### ✓ Monitor all accounts.

Ensure that you monitor all accounts that the email address may be associated with. If possible, change any account usernames that utilize your email address.

✓ **Utilize resources available from other organizations.**

- FINRA: “[Tips for Protecting Your Financial Information](#)”
- Federal Trade Commission: “[How to Recognize and Avoid Phishing Scams](#)”
- Federal Trade Commission: “[Hacked Email: What to Do](#)”

✓ **If your email address is used for bank accounts or investment accounts, consider the following:**

Obtain a copy of your credit report from all or one of the major credit reporting agencies, and contact them to place a “fraud alert” on your credit records. Freeze your credit:

TransUnion: [www.transunion.com](http://www.transunion.com)

Experian: [www.experian.com](http://www.experian.com)

Equifax: [www.equifax.com](http://www.equifax.com)



## Email Compromise Prevention

- If possible, enable two-factor authentication for any online accounts, including email.
- Use a password manager to generate and store unique passwords for your accounts.
- Do not reuse passwords; use random unique passwords for each account.
- Encrypt and password protect all computers and mobile devices.

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