



## TIP SHEET SERIES NO.1

# Are you hacked? Learn how to take precautions early!

Your accounts may be in danger.

Quick identification and response to these threats can reduce the damage done to your account and personal information. Below are some situations that indicates you are hacked.

- Unwanted browser toolbars, home pages, or attachments unexpectedly appear; If there are too many pop-ups or web pages to be redirected; If your online passwords are not working, then you are hacked.
- Your friends can tell you that you have been exposed to a cyber attack. Your colleagues may declare that he/she has received a spam or phishing e-mail from you.
- When battery and data usage is normally high, and SMS charges are higher than usual in your bill, you are most likely to be attacked by a cybercriminal.
- If you receive messages from your bank insufficient balance due to unauthorized charges, then you are under attack
- If you see new accounts on your device, virus protection messages, viruses are not cleaned or quarantined; If you see fake antivirus messages from software that you do not remember installing, and programs are not running or If the programs crash randomly then your computer is seized.

The following steps have to be taken against the cyber attacks:

- Update your anti-virus protection software. Then do a full scan. Follow the instructions to quarantine or delete infected files.
- Update your mobile software and applications. Make sure you keep them updated.
- Update your scanner and plug-ins. Check for new updates often and delete unnecessary or outdated plugins.
- Change your passwords affected by the attacks in different devices. If you are not sure which passwords are affected, change all your passwords.
- Is your computer still working slow? Reset your machine
- If you believe that your personal information has been compromised, contact the banks.
- Back up your files frequently. Consider making at least two separate backups: one in an external drive and the other in cloud storage.