

## Protecting Customer NPI Why Your Roles Matter

Every day, customers trust us with their most sensitive Non-public Personal Information (NPI)—things like Social Security numbers, financial account details, identification documents, and contact information. How we handle that data directly affects their safety and our company's reputation.

### Key Tips for Protecting Customer NPI

#### Only Access Information You Truly Need

- View NPI only when it's required to complete your job task.
- Never browse customer data out of curiosity.
- If you're unsure whether access is appropriate, ask your manager.

#### Keep Information Secure at All Times

- Lock your computer screen when stepping away.
- Store physical documents in locked cabinets or secure bins.
- Do not leave NPI in shared areas, printers, or meeting rooms.

#### Share Information Only Through Approved Channels

- Use Company approved systems to send or store customer information.
- Never email NPI to personal accounts or save it on unapproved devices.
- Avoid discussing customer details in hallways, elevators, or public spaces.

#### Be Cautious with Emails and Requests

- Verify the sender before responding to requests for customer data.

- Be alert to phishing attempts—when in doubt, report it.
- Never provide NPI based solely on email or phone requests - follow verification procedures.

#### Dispose of NPI Properly

- Shred documents containing sensitive information.
- Use secure disposal bins when shredding is unavailable.
- Delete digital files according to company retention and disposal guidelines.

### What Happens If NPI Isn't Protected?

Serious consequences for customers: Identity theft, financial fraud, damaged credit, and emotional distress.

Serious consequences for your company: Legal and regulatory penalties, loss of customer trust, damage to our reputation, and operational disruption.

Remember, protecting customer NPI isn't just a rule—it's a responsibility. Your actions help safeguard our customers, support our business, and maintain the integrity and trust that define our work.