

LOPFI's Commitment to Cyber Security

LOPFI recognizes the increased need to evaluate cybersecurity risks regularly and has implemented measures to help better protect your personal information. This is why we conduct regular network vulnerability assessment testing, staff training, and rollout enhancements to our cybersecurity program.

Below are a few important tips that can help protect your personal information with LOPFI.

Use the Multi-Factor Authentication Feature in the Member Portal

- Multi-Factor Authentication requires a second credential to verify your identity.
- Multi-Factor Authentication can be a code sent by text message, email, or you can provide an answer to your account's security questions.

Use a Unique Password

- Whether you are creating a password for the first time, or updating your password, use fourteen (14) or more characters that include letters, numbers, and a symbol.
- Avoid using names of family members, friends, or pets and don't use letters or numbers in sequence.
- Do NOT write down, share, reuse, or repeat your passwords.

Keep Your Contact Information Current

- Providing multiple communication options such as home phone number, cellphone number, mailing address, and email address ensures that important communications from our office reach you in a timely manner.

Other Helpful Tips

- Routinely monitor all online accounts.
- Delete unused accounts to minimize vulnerability.
- Be very cautious when using free Wi-Fi at hotels, coffee shops, etc.
- Install and maintain anti-virus software on all devices, including your smartphone.
- Regularly check your financial accounts for suspicious activity.
- NEVER click on a link in an unsolicited email or text message.
- Setup credit monitoring or request a free credit report each year from the three credit bureaus.

