EASTERN SAVINGS BANK®
Established 1905

800.787.7ESB

The Top 12
MOBILE BANKING SECURITY TIPS

We're dedicated to providing the highest level of security.
When using our EasternEase Online mobile app, keep these tips in mind to ensure your experience is as secure as possible.

- Bookmark the Eastern Savings Bank website (easternsavingsbank.com) and only use this bookmark to access the site to avoid phishing. Similarly, add the Bank's customer service phone number (800.787.7ESB) to your contacts for quick recall.
- Protect your personal information by ensuring your mobile device maintains a PIN, fingerprint authentication or strong password. When your device is not in use, enable automatic screen lock.
- Once your session is complete, log out of mobile banking before closing the app.
- Do not share personal and financial information via email, text or phone. Social Security number, birthdate, passwords and account numbers should be kept private and never stored on your mobile device. We will never ask you to provide confidential information via email or SMS messages.
- Delete security codes and message alerts you may receive via text from Eastern Savings Bank. If you change your mobile phone number, be sure to update your online banking profile to protect sensitive message alerts.
- Report a lost or stolen device. Contact Eastern Savings Bank immediately to update your information. You can also log in and remove the old device from your online banking profile.
- Use caution when downloading banking apps. Only install apps from reputable sources such as the App Store, Google™ Play or a direct link from Eastern Savings Bank's website.
- Keep your mobile operating system up-to-date by installing the latest updates as prompted by your device to ensure maximum security. Consider anti-malware options for your mobile devices. Malware could be installed on Smart Phones that executes fraudulent transactions such as key-logging or screen scraping.
- Access mobile banking on a secure wireless network. Do not use public Wi-Fi hotspots. Unsecure networks can expose sensitive data, making it vulnerable to hackers.
- Do not root or jailbreak your device. This practice weakens device security.
- When depositing a check through our mobile banking app, wait until the funds are available and then destroy the check.
- Beware of SMS "Smishing." Malicious persons could send spoof texts with links that go to sites that download malicious software or provide fraudulent apps on Smart Phones. Never click on a link within a text message from an unknown number. Only open texts you initiated with Eastern Savings Bank.