

Protecting your money and personal information is our top priority. If you believe your First Internet Bank account has been compromised, the steps below will help secure your accounts and reduce the risk of future fraud.

Being the victim of fraud can be stressful; however, our Relationship Banking team is here to support you throughout the process.



**Email:**  
[bank@firsttib.com](mailto:bank@firsttib.com)

**Phone:**  
1-888-873-3424

### **Step 1: Start from a new, trusted device**

Begin these steps using a device you have never used to sign in to Online Banking. This may include a work computer or a trusted family member's device.

### **Step 2: Create a new email address**

Create a brand-new email address used only for banking and online purchases. Update this email with common merchants to prevent unauthorized access.

### **Step 3: Update First IB Online Banking credentials**

Sign in to Online Banking using your new device and update your username, password and email under Settings → Profile.

### **Step 4: Review Two-Factor authentication (2FA)**

Under Settings → Security, ensure only your phone number is listed. Remove any unfamiliar authentication methods.

### **Step 5: Enable account alerts**

Turn on your balance, spending and security alerts under Settings → Alerts. We strongly recommend enabling all security alerts.

### **Step 6: Review linked external accounts**

Under Settings → Linked Accounts, remove any accounts you do not recognize. Contact external financial institutions to replace compromised account numbers.

### **Step 7: Open new First Internet Bank accounts**

Opening new accounts is the most effective way to prevent future fraud. Our Relationship Banking team is ready to assist with checks, cards, Bill Pay and account setup.

### **You Are Not Alone. We Are Here to Help.**

Our Relationship Banking team is here to listen, support you and help secure your accounts as quickly and smoothly as possible.