



## Protect Yourself with Trusteer Rapport

Rapport is security software that protects your sensitive online banking credentials and account information. Download and installation of Rapport software is highly recommended by BankFIRST as an added layer of security – another way to safeguard your personal information in addition to any anti-virus or security software you already use. By protecting your internet connection and creating a tunnel for safe communication with BankFIRST’s website and online banking services, Rapport blocks malicious attempts to access your account against your will.

### What’s at Stake

Unfortunately, we know that cyber criminals are after your money and identity. Inevitably, your online banking account information provides access to both. If online offenders are able to find a “way in” to your online banking account(s), they can not only obtain your private information, but may also transfer money out of your account(s). BankFIRST has enacted a number of measures to protect you against these threats; however one of the biggest risks is actually the computer you use to bank with.

### Why Your Current Computer Security is Not Enough

It takes days or even weeks for anti-virus vendors to identify and remove new variants of financial malware. Until they manage to do so, the malware is still undetected on your computer. Cyber criminals can attack a BankFIRST account minutes after you get infected with financial malware, and well before this malware is detected and removed by your anti-virus systems currently in place.

### Trusteer Rapport - Dedicated Online Banking Security

Trusteer Rapport takes a unique approach that adds an added layer of security on top of your current security software. When you connect to BankFIRST online, Rapport adds three added layers of protection in the background to make it extremely difficult for criminals to target you:

- Rapport verifies that you are really connected to the bank’s genuine website.
- Rapport locks down communication between your computer and the bank’s website.
- Rapport prevents criminals from using malware to steal your log-in data and tamper with transactions.

### Compatible with Your Current Security Software

Rapport works alongside your current security software to provide comprehensive protection when you bank online.

### Available at No Cost to You

Trusteer Rapport is available to you at no charge! BankFIRST covers all costs associated with the development, maintenance and support of Trusteer Rapport.



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### Proven

Hundreds of banks and more than 30 million customers are already using Rapport today to prevent online fraud. Trusteer, the security experts behind Rapport, makes every effort to ensure that all software continues to be updated with the ability to protect you against new and emerging security threats.

### Easy to Use

Rapport is very easy to download and use. Here's what you need to do:

1. Visit [www.bankfirst.com](http://www.bankfirst.com), and click on the Fraud Education Center icon on the homepage. From there, click on the "Learn More" link to visit the Trusteer page.
2. Click the "Download Trusteer Rapport" button, then "Continue" to install it on your computer. This only takes a couple of minutes. A short video demonstrating how to install is available [here](#).
3. Click "Next", "Yes" and "Continue" when prompted until installation is complete. There's no need to restart your computer once the process has been completed.
4. Once installed, a small Rapport icon will appear next to your browser's address bar (as seen in the picture below). This icon is green when you are visiting a website protected by Rapport, and grey when you have accessed a website that is not protected. The icon is for your information only, and does not require any action by you.
5. The first time you log-in to your BankFIRST account after installing Rapport, you will see a pop-up message asking you to approve the protection of your online banking login information. From that point forward, Rapport works in the background and only pops-up to notify you if a security risk has been identified.



### How to Protect Sites

If you are visiting a site that you have not yet protected, simply click on the grey arrow in the URL, and choose "Protect This Website". The site will then be automatically protected by Trusteer, and a green arrow will be displayed. (See image above).



## Protect Yourself with Trusteer Rapport

### Support When You Need It Most

Trusteer operates a 24-hour customer center to provide assistance with any questions you may have. Live chat, telephone, and email support can all be found at <http://www.trusteer.com/support>.

You may still have Rapport running - even if most of your browsing is done using an unsupported browser. Rapport does not interfere with your online browsing. (Please note: You may always choose to switch to a supported browser when you login to a sensitive website such as your online banking account at [www.bankfirst.com](http://www.bankfirst.com).)