THE FEDERAL RESERVE
FedPayments Improvement
COLLABORATE·ENGAGE·TRANSFORM

PROTECTING INDIVIDUALS FROM ACCOUNT TAKEOVER FRAUD

By actively guiding customers toward safe habits, stronger access controls, and better monitoring, financial institutions can significantly reduce account takeover fraud risk — strengthening both protection and trust.

1 PROTECT PERSONAL INFORMATION

Educate on **scam tactics**

Caution against **oversharing online**

Promote **safer email use**

2 STRENGTHEN ACCOUNT ACCESS

Emphasize the importance of **secure device habits** for protecting accounts

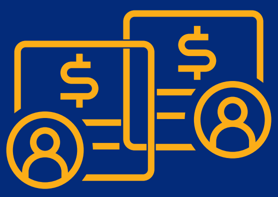
Encourage use of **multi-factor authentication**

Highlight the advantages of **biometric and other passwordless authentication** options

3 DETECT ISSUES EARLY & LIMIT EXPOSURE

Promote the benefits of enabling **real-time notifications** to monitor risk

Reinforce the importance of **proactive, regular review** of account and transaction activity



Consider guidance about the benefits of maintaining **separate accounts** for different purposes

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