

'TIPS TO HELP YOU AVOID FRAUD AND SCAMS'
FROM MARCUS BY GOLDMAN SACHS

EMILY RHODES

Hi, I'm Emily, and I'm from Marcus U.K.

SARAH CARD

Hi, I'm Sarah Card. I'm head of Delivery and Risk for Marcus U.K.

EMILY RHODES

And today we're here to talk about online security and keeping yourself safe. So Sarah, what are some common mistakes that people make that put them at risk of a scam?

SARAH CARD

Emily, there are probably three that spring to mind. The first one is that in the sort of absence of forgetting what their passwords are, people reuse the same password. It is a problem because if one gets compromised, very quickly the fraudster can guess what your passwords are across all of them.

The second one that people typically use and make the mistake of using is they use personal information as part of their passwords. I'll use my pet's name, my daughter's name, and that information is quite readily available on social media. Fraudsters can very easily guess that. And a very simple tip to make that harder for fraudsters to guess is actually replace what is probably a common name or something that's meaningful to you with some symbols instead of letters. That could also make it harder for a fraudster to guess.

And the third sort of common mistake that people make is downloading sort of encryption software, thinking that you're helping yourself, and actually you're putting yourself and your devices at risk. So those are the three common mistakes that people make.

EMILY RHODES

So great tips raised there, Sarah, so thank you very much for that. Do you have any suggestions at all about things that we need to look out for when asked to provide personal details?

SARAH CARD

There are a few things that we can look out for. How reputable is the source? Do you recognize the sender for instance? Could you ask to speak to the supervisor? Are there any grammatical errors that you may be able to see in the website address for instance? Or maybe they're addressing you in a bit of an unusual way. Are they calling you Dear Mr. Customer for instance rather than addressing you by your name?

EMILY RHODES

So Sarah, how can people be proactive in keeping their account and personal details safe?

SARAH CARD

So Emily, there's a few basic things that all of us can do to help improve our online security. The first is to use strong passwords and change those regularly. So that would be my number one top tip for people.

The next thing that you can do is the Take Five campaign, and all that means is if something just doesn't feel right, just take five. Go and

have a cup of tea. Just stop and think. Trust your instincts. If something sounds too good to be true, it normally is. Trust your instincts.

And finally, just stay calm and have the confidence to put the phone down or say no if you just if it doesn't feel right.

EMILY RHODES

So Sarah, can you briefly explain what Marcus do to protect their customers?

SARAH CARD

Emily, at Marcus the security of our customers is paramount. It's an online bank, and we work around the clock to make sure that our online security of our customers is at the forefront of everything that we do.

So that means that whenever you make a transaction, we'll let you know. We'll send you a code, an SMS to let you know a withdrawal has been made, and sometimes if you use a device that you've not used before, we'll send you a code just to make sure that it is you that's

logging in just to make sure.

SARAH CARD

So if you're ever unsure, just give our friendly Customer Service team a call. They'll help you navigate through the process.

EMILY RHODES

Thank you very much for joining me today, Sarah. You've raised some really good points, and I've definitely learned something new.

SARAH CARD

Thanks, Emily.

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