



# STABLE Account Security

## What you need to know

We are dedicated to protecting the information and privacy of STABLE account owners.

Our program administrator utilizes security technologies to protect sensitive information in accordance with industry and regulatory standards, which include encryption, two-factor authentication, and automatic logout after a specified period of inactivity.

## How you can protect your information

When it comes to protecting your information, it is a team effort. No online provider could ever guarantee the total protection of your account from bad actors. Your account is only protected if you take the necessary steps to set up a secure login, protect your login credentials, and monitor your account activity regularly. When it comes to online security, there is no such thing as “set it and forget it.”

### Steps you and any of your Authorized Legal Representatives should take

1. Use unique passwords that you have not used with other accounts
2. Update your password frequently
3. Set up multi-factor authentication
4. Monitor your email account for any emails related to your account (Be sure to check more than just the inbox. Also look in your spam, archived, and deleted folders)
5. Monitor your account on a regular basis
6. Immediately take action and notify us if you see any activity you do not recognize
7. Don't click on any links or attachments in emails that are from unknown senders

*Organizational Authorized Legal Representatives should also make sure that the email associated with the account is up-to-date and are aware of who has access to that email account.*

## Security issues and what to do

### Unauthorized activity

If there is any unauthorized activity on your STABLE account or emails that do not coincide with actions performed on the account

**Reach out to the Call Center and update your password (1-800-439-1653 or TTY dial 711)**

### Compromised email account

If you know your email address associated with your STABLE account has been compromised

**Update your email account password**

### Compromised bank account

If you know your bank account associated with the account has been compromised

**Contact your bank and review your account for unauthorized activity**