

What to do if you suspect that your email account has been hacked

- 1. Immediately change your password or request the administrator of your email system to change your password if you are unable to log into your account.**

Many E-Mail services and providers, such as *hotmail* and *G-Mail*, will have links that may be used to request a password change. Choose a strong password. A ‘strong’ password will be at least 6 characters long and contain a combination of uppercase and lowercase letters, numbers and special characters such as %, \$ and +.

- 2. Change the password for ALL your other online accounts.**

Please note that many users often use the same password for multiple accounts such as email, social networks and even internet banking. This practice is strongly discouraged. Furthermore it is recommended to err on the side of caution and to assume that ALL your accounts have been compromised.

- 3. Change your ‘security question’ and ‘answer’ for your accounts.**

Some email services require the setup of a Security Question that can be used to verify your identity. It is common practice for hackers to change this in order to regain access to your account if they are locked out.

- 4. Verify that you are the owner of your alternate email address.**

The alternate email address is where new passwords are sent in the event of a password reset request. It is common practice for hackers to change this in order to regain access to your account if they are locked out.

How can you prevent hackers from gaining access to your email account?

1. Choose a ‘Strong’ password.
2. Install a reputable anti-virus software.
3. Change your password at regular intervals.
4. Avoid giving your email address to every site that asks for it.

Mr. Buksh also advises the general public to ignore unsolicited email that offer large investment proposals, winning of lottery awards, job offers, and other “get rich quick” schemes.

Mr. Buksh said that the FIU will continue to monitor all financial transactions to ensure that Fiji’s financial system is safe and remains protected from cybercrime activities.

Financial Intelligence Unit