

# WELLS FARGO

## INSTITUTIONAL RETIREMENT AND TRUST

### Fraud Prevention Awareness

Cyber-attacks can take many forms (e.g. identity theft, financial fraud, stalking, bullying, hacking, email spoofing). Oftentimes, this will take the form of targeted emails reporting security breaches at financial institutions, such as Wells Fargo Institutional Retirement and Trust (IRT), the City's record-keeper for our retirement savings plans. Please be assured that Wells Fargo IRT considers fraud awareness and prevention a top priority. They are continually on the lookout for suspicious activity and maintain safeguards to help prevent unauthorized account access.

#### Keeping you informed

One such safeguard they provide is participant activity alerts. Whenever a participant makes a withdrawal request or a change to their personal information for their retirement account, their recordkeeping system automatically sends an email to the participant alerting them of the activity, and requesting they notify the Retirement Service Center immediately if the request is invalid (*Note: participants must have a valid email address on file*).

Wells Fargo IRT issues activity alert emails for the following requests:

- Loans and distributions
- Mailing address change
- Email address change
- Phone number change
- Interactive Voice Response (IVR) PIN change

#### Ways you can help

Wells Fargo is proactively advancing their existing security to help protect your financial information using innovative technology, education programs, and convenient sign-on options. However, there are ways you can help too.

Please consider these key steps:

1. Confirm your contact information in your online retirement account profile to make sure it is complete and up-to-date (e.g. email, mailing address, mobile phone number, etc.). This helps Wells Fargo verify the correct source when communicating any account activity or requests.
2. Sign up for retirement plan emails, which enables you to quickly receive important information about your plan including statement notification emails, plan notices, and educational resources.

We hope you find these highlights informative and educational.