

Fraud Prevention:

How ESL Helps Protect You



At ESL, safeguarding your personal information and accounts is our top priority. We take multiple steps to help prevent fraud and keep you secure.

Secure Mobile & Online Banking



We protect your information with the latest encryption technology.



When you log in, enter your username and password. If your device isn't registered with us, you'll also receive a one-time security code via text, call or email for added protection.

24/7 Account Monitoring



Your accounts are monitored around the clock for any suspicious activity.



If we detect unusual transactions, we'll alert you by text, email or phone to verify the activity.



In cases of serious threats, we may block and replace your card and notify you immediately to avoid any interruptions.

Support if Fraud Happens



We provide support to guide you through resolving fraud issues.



Identity theft assistance is available to help protect your identity and reissue new accounts, as needed.

We're committed to protecting your information and providing resources to help you stay safe from fraud.



To report scammers to the Federal Trade Commission (FTC), go to **ReportFraud.ftc.gov**.



Email us at **Fraud_Prevention@esl.org** if you're unsure or have any questions.



Call us at **585.336.1000** if you think your account may be at risk.