Doing Our Best to Protect Your Data

Making your personal data available to you means securing and protecting that data from others. As such, safeguarding your information is our highest priority.

SERS' first line of security for your personal data is that we keep it behind our firewall, which is why you must log into our secure portal to see it.

In addition, we have invested in state-of-the-art tools like:

1. Cutting edge encryption technology, which converts your data into code when it is in transit or sitting still,

2. Multi-Factor Authentication (MFA), which requires you to provide at least two forms of verification (e.g., a password and automated security code sent to a phone number) that proves you are the account owner, and

3. Regular security audits and testing on our computer systems to confirm the security tools are working properly.

Ultimately, it's our human team behind the scenes that is making sure your data stays safe. They are evaluating new security tools as they become available and partnering with industry leading security vendors to monitor, analyze, and respond to threats 24/7. We are committed to following industry best practices and regulations to protect your personal information.

We need your help too:

1. Use strong, unique passwords for your accounts.

2. Change passwords regularly.

3. Use a mix of uppercase and lowercase letters, special characters, and numbers.

4. Monitor your financial accounts regularly.

5. Update your phone and computers as new security patches are released.

6. Don't share personal information on social media.

7. Use multi-factor authentication on financial accounts when available.

8. Ignore emails that ask for personal information.

Finally, always let us know if you think your SERS data has been compromised in any way. There is no shortage of bad actors who are trying to find ways around even the best security tools.