

CYBERSECURITY & IDENTIFY THEFT

Cybersecurity is the process of applying security measures to ensure confidentiality, integrity, and availability of data and prevent identity theft as well.

Fenix Securities, LLC (“Fenix”) takes cybersecurity & identity theft to be a serious matter and has implemented policies and procedures to control the dissemination of any personally identifiable information. Fenix has implemented procedural safeguards for access and disclosure of such information. Fenix requires employees to confirm they are dealing only with those persons who are the actual client, over the phone or through electronic means. Fenix will not provide personally identifiable information over the phone or in an email, without verifying the identity or email address as known to be that of the client, nor will employees take verbal instructions to make changes to a customer’s existing information, without such confirmation.

Fenix confirms changes in writing to the last address or email in the client file, for any changes made on an account. Therefore it is important that customer’s review communications from Fenix and contact Fenix immediately, if they did not authorize the changes to their account. Also, Fenix encourages client’s not to be a victim of ‘phishing’ (pronounced fishing) for information as follows: Do not provide information to anyone contacting you without verifying it is a Vision employee. Hang up and call-back your Fenix contact at the information on your statement, if you have any doubt as to who you are speaking with.