

At Donaldson, we strive to proactively safeguard your assets and financial information. This includes cybersecurity, audits of our internal processes, and ongoing training to keep Donaldson team members aware of potential risks. Below we have additional precautions you can take to keep your information secure.

Fraud Prevention

Be careful of unsolicited phone calls, emails, and texts asking you to send money or disclose personal information. If you receive a suspicious call, email, or text, hang up and call a trusted professional to verify the request.

Be cautious when receiving money movement instructions via email. Call the sender at the number you usually use (not a number provided in the email) to verbally validate instruction details before giving your approval.

Do not verbally disclose or enter confidential information in email, or on a laptop or mobile device in public areas where someone could potentially see, hear, or access your information.

Login Protection

Do not use personal information such as your Social Security number or birth date as part of your user ID.

Create a unique password for each institution you do business with. Use long passwords that contain a combination of characters, numbers, and symbols. Consider using a password manager to create, manage, and store passwords securely.

Use two-factor authentication (2FA) for your logins whenever possible. This security method requires you to enter a unique code that is sent to you each time you access your account. This extra layer of protection confirms you are the person attempting to log in.

Beware of Phishing

When you receive an unexpected email, text message, or voicemail, do not click links or attachments from that message. Fraudsters create emails and websites that look similar to the original website.

- **Check if you recognize the domain name in the email address**, such as “dcmol.com” in john.doe@dcmol.com. Does it match what you expect to see?
- **Search the web address** in your internet browser.
- **Visit the dcmol.com** for the correct links to your custodian website.

Communicating with Us

Contact us at 812.421.3211 to update your personal information. Establish a verbal password to confirm your identity – or request a video meeting.

Expect us to call you to confirm email requests to trade, move money, or change account information.

Confirm your identity using [Schwab's Voice ID Service](#) when calling the Schwab Alliance team for support. Visit schwab.com/voice-id

If you suspect fraud, call us at 812.421.3211

We can investigate and collaborate with you to secure your information.

For more information, read [Schwab's Identity Theft Checklist](#).

Visit schwab.com/resource/identity-theft-checklist