

CYBERSECURITY FAQs

Q Can I set up two-factor authentication on my Raymond James Client Access?

A Yes. Two-factor authentication is automatic on Client Access unless you select “Remember Me” at some point during login. If you are not receiving two-factor authentication, call Client Access at 877.752.2237 to request the “Remember Me” selection be removed.

Q How much liability does a credit card owner have if their card information is stolen?

A Federal Law (The Truth in Lending Act - 15 U.S. Code § 1643) states that a card owner cannot be liable for more than \$50 if :

- The card was an accepted credit card.
- The issuer provided adequate notice of potential liability.
- The unauthorized use occurred before the cardholder notified the issuer.
- The issuer provided a way to identify the authorized user.

Most credit card companies offer \$0 fraud liability as long as the theft is reported promptly.

Q Is there a fourth Credit Bureau?

A Yes. It is called Innovis and is a legitimate Credit Bureau.

Q Do you have to freeze your credit with Innovis to have frozen credit?

A No. Freezing your credit with the primary bureaus - Equifax, Transunion, and Experian, will freeze your credit. However, if you want to be extra cautious, you can freeze your credit with Innovis as well. This will not hurt your credit.

Q What is a passkey and how does it work?

A A passkey is a login device that is based on public-key cryptography and is supposed to be significantly more secure than passwords.

- A passkey generates a key pair: a public key and a private key.
- The website sends a challenge that your device signs using the private key.
- Authentication is through biometrics or a device PIN.
- The signed challenge is verified using the public key.
- Many major secure websites offer passkey generation such as Apple, Google, PayPal, and more.