



SAFE | Security Awareness for Everyone

TIP SHEET - JANUARY 2026

Protecting Customer NPI

Why Your Roles Matter

Every day, customers trust us with their most sensitive **Non-public Personal Information (NPI)**—things like Social Security numbers, financial account details, identification documents, and contact information. How we handle that data directly affects their safety and our company's reputation.

Key Tips for Protecting Customer NPI

Only Access Information You Truly Need

- View NPI only when it's required to complete your job task.
- Never browse customer data out of curiosity.
- If you're unsure whether access is appropriate, ask your manager.

Keep Information Secure at All Times

- Lock your computer screen when stepping away.
- Store physical documents in locked cabinets or secure bins.
- Do not leave NPI in shared areas, printers, or meeting rooms.

Share Information Only Through Approved Channels

- Use Company approved systems to send or store customer information.
- Never email NPI to personal accounts or save it on unapproved devices.
- Avoid discussing customer details in hallways, elevators, or public spaces.

Be Cautious with Emails and Requests

- Verify the sender before responding to requests for customer data.

- Be alert to phishing attempts—when in doubt, report it.
- Never provide NPI based solely on email or phone requests - follow verification procedures.

Dispose of NPI Properly

- Shred documents containing sensitive information.
- Use secure disposal bins when shredding is unavailable.
- Delete digital files according to company retention and disposal guidelines.

What Happens If NPI Isn't Protected?

Serious consequences for customers: Identity theft, financial fraud, damaged credit, and emotional distress.

Serious consequences for your company: Legal and regulatory penalties, loss of customer trust, damage to our reputation, and operational disruption.

Remember, protecting customer NPI isn't just a rule—it's a responsibility. Your actions help safeguard our customers, support our business, and maintain the integrity and trust that define our work.