



Keeping Your Account And Personal Information Secure

Learn how Raymond James is working to protect you.

RAYMOND JAMES[®]

Your Security Is Our Priority

At Raymond James we believe that putting your needs first is the best way to ensure success. The integrity, strength and stability at the foundation of our firm offer the most important protection for your accounts. And we back our efforts with a pledge you can believe in.

How You Can Help

Maintaining your security is a partnership. With a few preventive measures, including promptly reviewing your statements for any unauthorized account activity, you can help secure your assets and personal information.

KEEP YOUR EQUIPMENT UP TO DATE

Install the latest updates and patches for your computers and mobile devices and use security software including antivirus, firewalls and encryption. And before selling or disposing of computers and mobile devices, wipe them of data.

USE PUBLIC WIRELESS NETWORKS WITH CAUTION

Avoid visiting sensitive websites when away from home.

USE COMPLEX AND UNIQUE PASSWORDS

Do not share your passwords and use a password that is a minimum of 16 characters in length.

PRACTICE SENSIBLE DATA MANAGEMENT

Shred sensitive documents when disposing of them.

BE ALERT TO RISKS ONLINE

Never open attachments or click on links in suspicious emails or from senders you don't recognize, and limit the personal information you share on social media websites.

USE MULTIFACTOR AUTHENTICATION (MFA) WHEREVER POSSIBLE

In addition to entering a password, MFA is a second step in the login process and requires the user to enter a code sent to their phone prior to logging into the website.

PROACTIVELY ENROLL IN CREDIT MONITORING

The use of a credit monitoring service will alert you immediately whenever a suspicious or unauthorized transition takes place on your account.

Taking practical steps like these complements our comprehensive efforts to safeguard your information.

Safeguarding Your Accounts

You can also take confidence in our multilayered security approach, which combines state-of-the-art cybersecurity technology, rigorous internal practices and protocols, and reliable resources, account protection and insurance. The firm offers account protection through the Canadian Investor Protection Fund.

Raymond James Ltd. is a member of the Canadian Investor Protection Fund. The Canadian Investor Protection Fund provides coverage of the cash and securities we hold on your behalf, for a maximum loss of \$1 million for combined types of accounts. For further details on Canadian Investor Protection Fund coverage, ask your financial advisor for a copy of the CIPF brochure or visit its website at www.cipf.ca.

Aside from the standard security measures you expect from a leading independent financial services company, such as systems monitoring 24 hours a day, we offer these additional safeguards:



A dedicated cyberthreat centre staffed by certified information security analysts.

Penetration and vulnerability testing of our networks and servers.



Encryption, secure virtual private networks and the latest firewall and antivirus technology.

Email monitoring for regulatory and compliance purposes as well as protection against phishing attempts and malware.



Strict controls, limits and monitoring of access to our facilities and systems.

Privacy policy procedure and security awareness training for all associates and financial/investment advisors.



Quarterly technology reviews conducted by independent auditors.

Redundant systems and off-site information storage providing protection in the event of emergency or natural disaster.



Coordination with industrywide organizations and law enforcement agencies devoted to sharing information about physical and cyber security.

“ The culture here is simple. It’s trust, integrity and long-term conservative growth. Clients come first. ”

— Jamie Coulter
CEO of Raymond James Ltd.

We're Committed To Your Security And Financial Well-Being.

For more information on how Raymond James protects your accounts, contact your advisor or visit:

RAYMONDJAMES.CA/LEGAL

LIFE WELL PLANNED.

RAYMOND JAMES®

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