

# Help protect your GreenShield+ account with these security tips

As a non-profit health care and insurance organization, GreenShield exists to support the health and well-being of our clients, members and communities. Protecting your personal information is an important part of that responsibility.

To help you access your benefits plan safely and securely through GreenShield+, **we're sharing a few simple ways** to protect your information and keep your GreenShield+ account secure.

## How to protect your account

Use a strong, unique password for your GreenShield+ account. Avoid reusing passwords from other sites.

- Update your password regularly, especially if you've used it elsewhere.
- Be cautious of unexpected emails, texts, or calls asking for personal or financial information. Always verify the source before taking action.
- Be cautious of urgent or threatening messages (for example, "your account will be locked" or "benefits will be cancelled today").
- Know this: GreenShield will never call you to ask for your banking information. Our agents are also not able to update banking details over the phone.

## If something doesn't feel right

If you notice anything unusual or are unsure about a request:

- Do not click on links or respond to unexpected messages.
- Do not share personal or banking information.
- Log in directly through the official GreenShield+ site or app to check your account activity and verify your information.

## If you suspect unusual activity take action right away

- 1. Change your GreenShield+ password immediately**  
Create a strong, unique password that you do not use anywhere else.
- 2. Check and secure your personal email account**  
Many account issues start with compromised email access. Update your email password and review your security settings.
- 3. Review your recent claims and account activity**  
Report anything that looks unfamiliar.
- 4. Review and confirm your personal information**  
(address, date of birth, banking information). Report anything that looks unfamiliar to the GreenShield Claim Watch Team.
- 5. Notify your bank or financial institution**  
Especially if you notice unexpected payments or changes.

## We're here to support you

If you have questions or believe there may be suspicious activity on your GreenShield+ account, please contact us:

**GreenShield Claim Watch Team**  
[administration@claimwatch.ca](mailto:administration@claimwatch.ca)