The security of customer information is something the Accurate Group takes very seriously.

With all the Internet scams and identity theft issues, we feel it's important to let you know what we're doing in an effort to help keep client information secure.

The Accurate Group continually monitors security issues by reviewing updates issued by the CERT ® Coordination Center and other organizations. We take a proactive approach when it comes to keeping our information safe by updating our systems with the latest security software and hardware technologies including firewalls and filters.

Please review the security guidelines below that the Accurate Group has in place so you know what questions and information to expect when receiving information from us via email.

- **The Accurate Group will never send you an email requesting your account information**

- **The Accurate Group will never send you an email asking you to download a file or software. Our web site requires no additional software beyond a Microsoft supported Internet Explorer browser**

- **When you initiate a change to your account credentials within the web portal, we will notify you with an alert to the email address on record for a:**

  - **Change in your web login**
  - **Change in your password**

If you receive an email regarding a change to your credentials and the request was not initiated by you, contact the Accurate Group Customer Service Department at 888-258-5757 immediately.

If you ever have a security concern regarding our website, please contact our Customer Service Department at 888-258-5757 Monday through Friday 8:00 AM and 6:00 PM EST.

If you are reporting a security concern after our regular business hours please contact us by emailing HelpDesk@accurategroup.com.

Thank you.

The Accurate Group