

## SOCIALMEDIASOS™

### Your real-world friend when things go wrong

Our service is designed to help with the immediate aftermath of your discovery of your social media account(s) being hacked.

Through our remote, phone-based emergency support and advice to help you restore your social media account(s) to working order and restore your online identity.

If your social media account has or appears to have been affected by a hack or cyber attack, cloned or otherwise compromised, we will work with you to recover and secure your account by guiding you through the following activities:

**Changing your password:** If you still have access to your account, we'll guide you through changing your password right away, so that it is strong, unique, and not something easily guessable.

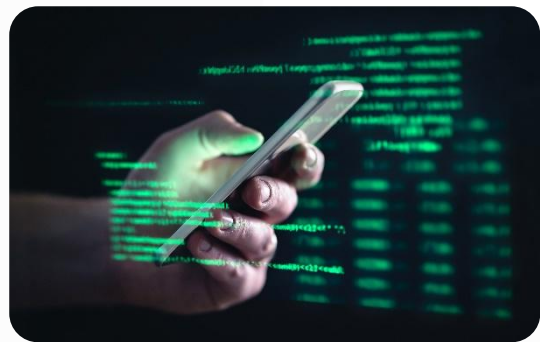
**Account Recovery:** If you've been locked out, we'll take you through your social media platforms' recovery options such as, "Forgot Password?" or "Account Recovery."

**Enabling Two-Factor Authentication (2FA):** Once you regain access, we'll guide you through setting up two-factor authentication for added security. This ensures that even if someone has your password, they can't log in without the second layer of verification (usually a code sent to your phone or email).

**Checking for unauthorised activity:** Reviewing your account for any suspicious posts, messages, or settings changes. Removing any content that wasn't posted by you and reviewing your privacy settings to ensure your account is still as secure as possible.

**Reviewing your privacy settings:** We will advise you on best practice for your social media account's profile settings so that these restrict who can see your personal details, posts, and friend list.

**Scanning for malware or viruses:** We'll guide you to check your devices for malware or viruses that could have allowed the hacker to gain access.



## Helping to safeguard your online future

We will also provide you with advice to secure yourself and others in the future

**Notifying your contacts:** Let your friends and followers know that your account was compromised. This can help prevent them from falling victim to any scams or misleading messages that may have been sent from your account while it was hacked.



**Reporting the hack to the platform:** Most social media platforms have a way to report hacked accounts. Doing so can help the platform secure your account and, in some cases, restore any lost content.

**Being cautious with your other accounts:** If you have used the same password for other accounts, change those too. Also, review any linked accounts (email, banking, etc.) and ensure they are secure.

**Staying alert for future suspicious activity:** Even after regaining control, you should stay vigilant for any unusual activity. Hackers may try to regain access, so regularly monitor your account and consider changing passwords periodically.

**Learning from the experience:** Reflect on how the hack happened—whether it was through phishing, weak passwords, or other means—and take steps to prevent it in the future.

**In a social media emergency, call our 24/7 emergency helpline on:**

**0333 370 1587**