



VT529 Account Security

What you need to know

VSAC is dedicated to protecting the information and privacy of VT529 account owners.

Vestwell, our program administrator, utilizes security technologies to protect sensitive information in accordance with industry and regulatory standards, which include encryption, multi-factor authentication, and automatic logout after a specified period of inactivity.

How you can protect your information

When it comes to protecting your information, it is a team effort. No online provider could ever guarantee the total protection of your account from bad actors. Your account is only protected if you take the necessary steps to set up a secure login, protect your login credentials, and monitor your account activity regularly. When it comes to online security, there is no such thing as “set it and forget it.”

Steps you should take

1. Use unique passwords or passphrases that you have not used with other accounts
2. Update your password regularly
3. Set up multi-factor authentication with a trusted device
4. Monitor your email account for any emails related to your account (Be sure to check more than just the inbox. Also, look in your spam, archived, and deleted folders.)
5. Monitor your account on a regular basis
6. Immediately take action and notify us directly by phone if you see any activity you do not recognize
7. Don't click on any links or attachments in emails that are from unknown senders
8. Make sure you monitor any added Authorized Users and the actions they take

Security issues and what to do

Unauthorized activity

If there is any suspicious or unauthorized activity, including an unexpected login alert, on your VT529 account or emails that do not coincide with actions performed on the account



Reach out to the Call Center and update your password immediately

Compromised email account

If you know your email address associated with your VT529 account has been compromised



Update your passwords for the email account and accounts associated with this email

Compromised bank account

If you know your bank account associated with the account has been compromised



Contact your bank and review your account for unauthorized activity