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Holiday Hours

Wishing all our friends and their loved ones a safe and joyous holiday season. We look forward to the future with hope, gratitude and continued success for all those we are blessed to work with throughout the year.

All Meadows Bank Branches and Offices will follow the Holiday Schedule:

- Christmas Eve - Closing at 1:00pm
- Christmas Day - Closed
- New Year's Day - Closed

Pros and Cons of Flexible Work Hours

Should you give your workers more control?

With more employees working from home and juggling their kids in virtual school, you might be considering offering flexible hours to accommodate everyone's unique needs. Take a look at these pros and cons before you make a final decision.

Pro: Employee control

You control a lot of parts of your employees' careers, from workload to deadlines. If you give your staff more control over when they complete their tasks, it goes a long way to making them feel more empowered. HR and management consultant Susan M. Heathfield writes for *The Balance* that this control can fuel your more entrepreneurial team members, as it picks up one of the best perks of working for yourself. She also says that giving employees more options helps to prevent burnout. If they hit a wall, they possibly could take a short break instead of plowing through and producing inferior work.



Con: Communication misses

When all of your employees are in the same place at the same time, it's easy to know how to reach them. You might be able to head over to someone's work station, or send them an email for a quick response. However, when flexible work hours come into play, it can make collaboration or fast answers more difficult to achieve. Some associates might want to talk to coworkers when they're not yet in the office, and might be annoyed by emails that arrive when they're not on the clock. Lanie Petersen of the *Houston Chronicle* notes that this time barrier between your staff can frustrate them and impact performance, which could lead to stalled projects.

Besides irritating fellow employees, flexible workhours can cause conflict for customer-facing staff. Your clients might not be too happy that their main point of contact has different hours every day that they have to remember for quick results. Heathfield points out that these types of roles might not be the best for flexible hours, along with other hands-on positions like those in nursing or manufacturing.

Pro: Benefits working parents

If your office employs parents, offering a flexible work schedule could go a long way towards their job satisfaction. Heathfield warns that if parents work at home they should still use childcare to make sure they can focus on the task at hand. However, flexible work hours could be used so that one parent starts early while the other gets the kids ready for the day. Later, the early parent would get out of work around the time that the school bus drops the kids off. With families that have kids in school full-time, this could effectively eliminate childcare costs, Heathfield notes.

Con: Measuring accountability

When your staff doesn't work in the office at the same time as you (or in the building at all), it can be harder to keep track of what they're doing. This is especially true when they're at home, as Heathfield reports that it's not too hard to keep your work email account nearby why you catch up on chores or television. While sometimes you can catch unproductive employees in the act when you share a workplace, it can be harder to pinpoint problems until deadlines are already missed or customers are upset. Before you give your staff a flexible work hour privilege, consider what you'll do to chart their progress and keep them accountable.

Offering flexible work hours is a big step that requires a lot of trust. Make sure you think it through before you roll out a program.

Small Business Administration's Release of Paycheck Protection Program Borrowers' Information

We wanted to communicate essential information regarding the Small Business Administration's release of Paycheck Protection Program borrowers' information on Tuesday, December 1, 2020.

#1 - The data, including borrower name and mailing address, was released pursuant to a court order. Meadows Bank did not release borrowers' information and had no role in the courts' decision to require the SBA to release borrower information.

- The information was required to be released following a court order by a judge in a case brought by media outlets in a Freedom of Information suit.
- It is not uncommon for the SBA to release this type of information on program participants.
- Previously, SBA has released data on loans larger than \$150,000, the data released on December 2, 2020 included all PPP and EIDL loans regardless of size.

#2 - Unrelated third-parties have reportedly been using the information to contact borrowers, sometimes in a misleading fashion. Meadows Bank will continue to reach out to our borrowers and communicate with them directly regarding any PPP program details or loan forgiveness processes.

If you receive or have already received any misleading solicitations, please share those with your loan officer or relationship manager. We are working with the Nevada Bankers Association to monitor the situation should it become a problem.

Please let us know if you have any questions or if there is anything else we can do for you at this time.

Credential Stuffing - What is it and How Does it Work?

At this time of year, many people have stuffing on their minds. Whether its stuffing to go with turkey, or gifts stuffed into a stocking, the word stuffing can have various meanings. Cybercriminals also like stuffing; in this case it's credential stuffing.

WHAT IS CREDENTIAL STUFFING?

The basic meaning of credential stuffing is a type of cyberattack that uses stolen account login information to illegally gain access to user accounts such as social media, email, bank accounts, etc.

HOW DOES IT WORK?

Using high speed automated processes, cybercriminals automatically pair stolen user names with stolen passwords and try the combinations on numerous online accounts hoping the combination works to gain access. If they are successful, they can hijack your accounts, steal your personal data and/or defraud you of your money.

One scenario might look something like this. When a website suffers a breach, often the user's account login credentials become available online. The cybercriminal will gather this data and use a computerized tool to test the stolen credentials against numerous websites. When they are successful, the victim's account is at the disposal of the attacker. Additionally, the criminal may use the credentials for other means, such as sending spam email or other transactions.

WHAT IS THE DANGER?

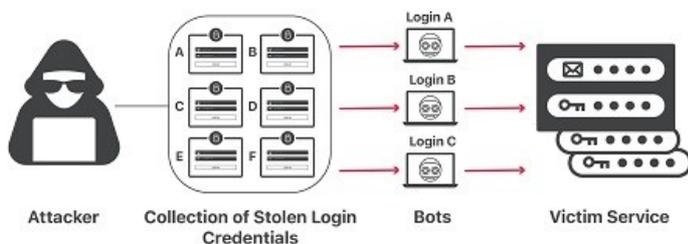
Credential stuffing attacks are successful because many users reuse the same username/password for numerous online accounts. One survey reported that 81% of users have reused a password across two or more sites and 25% of users use the same passwords across a majority of their accounts.

HOW TO PROTECT YOURSELF FROM A CREDENTIAL STUFFING ATTACK

The National Cyber Security Center recommends taking the following 6 steps to improve your cyber security.

1. Use a strong and separate password for your email. If a criminal gains access to your email account, they could reset other account passwords or access your personal/private information. Thus, make sure your email password is strong and unique from your other online accounts.
2. Try using 3 random words to strengthen your password. Using different passwords for important accounts can be difficult to remember. Using 3 random words is a good way to create strong, memorable passwords. Do not use words that can be guessed (like your pet's name). Include numbers and symbols if you need to; such as, "RedPantsTree4!"
3. Consider saving your password in your browser. This may seem counterintuitive, but this option can actually help in case you loose or forget your passwords. It can also help to protect you from cybercrime if you land on a fake website. When using this method with strong passwords, it is safer than re-using the same passwords, or using ones that are weak. A caution though is needed if the device you are using is lost or stolen, you want to make sure your saved passwords are protected and kept in another secured location.
4. Turn on two-factor authentication (2FA). This adds another layer of protection to stop attackers from accessing your information even if they have your correct login credentials. We recommend that you enable 2FA for every site that offers it. Some sites may use PIN, password or biometrics for their 2FA. Enrolling in 2FA will provide a solid layer of protection for you.
5. Update your devices. Mobile apps and device operating systems that are outdated create a security risk due to weaknesses that can be exploited. We recommend turning on automatic updates so that your devices will have the latest security patches. If your device, and/or software sends you an alert about needed updates, it is best not to ignore them. Updating will keep you safe online.
6. Back up your data. Performing regular back ups means you will have a recent version of your information saved. This will help if your data is lost or stolen. You can also turn on automatic backup. This will regularly save your information into cloud storage, without you having to remember. If you back up your information to a USB stick or an external hard drive, disconnect it from your computer when a backup isn't being done.

By considering the 6 steps above, and trying some of the suggestions, we can do our part to protect against the worst kind of stuffing, credential stuffing. Do Your Part. #BeCyberSmart.



New Products & Services Coming in Early 2021

As the year draws to a close, we'd like to take a moment to share with you some of the new products and services that we are offering to our Meadows Bank Online Banking and Mobile Banking customers. As always, our goal is to provide efficient, secure user friendly options to enhance your banking experience with Meadows Bank:

#1 - My Card Rules (MCR) is now fully integrated with our Meadows Bank Mobile Banking App. MCR offers a wide array of features that put you in control. With MCR, you can set daily, monthly and merchant specific spending limits, block certain types of transactions such as web based or international transactions, and set up text alerts that will notify you in real time of transactions posting to your debit card, as well as notifications for failed attempts to use your debit card. MCR allows you to turn your card on and off at your discretion, giving you peace of mind in the event that your card is ever lost or stolen. My Card Rules is now available in your Meadows Bank Mobile Banking App, take a look and let us know what you think!

#2 - Meadows Bank has joined the Real Time Payments (RTP) Network. With RTP you will be able to receive payments from a growing list of financial institutions and digital payment networks in real time. Owned and operated by The Clearing House, the RTP Network provides the immediate funds availability you've been asking for while continuing to provide the security and reliability you've come to expect from Meadows Bank. Beginning later in December 2020, Meadows Bank customers will be eligible to receive instant access to funds sent to them from participating financial institutions and digital payment networks 24 hours a day, 365 days a year.

#3 - Zelle is coming!! We are very excited to announce that Meadows Bank will be offering Zelle to our online banking customers beginning February of 2021. Zelle allows you to send or receive money from almost any U.S Bank account within minutes using just an email address or mobile phone number. By utilizing Zelle, you can quickly and safely send money to friends, family and colleagues directly from your Meadows Bank App. Please be on the lookout for more information about our integration with Zelle in January and February of 2021.

If you have any questions about these, or any of our digital banking products please reach out to the Electronic Banking Department at hereforyou@meadowsbank.com. A member of our team will be happy to assist you.

