



Frequently Asked Question about “Heartbleed”

By now, many of you have heard about the “Heartbleed” vulnerability. For those of you that haven’t, Heartbleed is a flaw in a particular security protocol (known as OpenSSL). If exploited, this flaw can cause a website using OpenSSL to become less secure, allowing attackers to steal information such as user names, passwords and the information that site uses to secure sensitive data.

First Federal has determined that we are not affected by the Heartbleed bug. Because of this, we do not feel that any actions need to be taken by our customers at this time. We realize though, that you may still have questions. In an effort to address any concerns you might have, we are providing these answers to some frequently asked questions.

Q: Are First Federal electronic banking products impacted by the Heartbleed vulnerability?

A: No. First Federal’s electronic banking products do not use systems with the OpenSSL flaw that allows Heartbleed to be exploited. Since First Federal is not impacted by Heartbleed, no patch was necessary and your account(s) were not vulnerable.

Q: Am I safe logging in to my account(s)?

A: Yes. Our online banking platform is monitored 24x7x365 to identify and deter malicious activity.

Q: Do I need to change my passwords?

A: Although you do not need to change your password to address Heartbleed, it is always recommended that you change your passwords on a regular basis. If you wish to change your password, log in to the Online Banking section and click on “My Profile”. There you will see an option to change your password.

Q: Do I need to change my user name?

A: No, you do not need to change your user name.

You may be wondering how other websites you use may be impacted by Heartbleed. The website Mashable has created a site that contains updated information about which sites are affected and whether or not you need to change your passwords for those sites. You can read that at <http://mashable.com/2014/04/09/heartbleed-bug-websites-affected/>. (Please be aware that Mashable is not affiliated in any way with First Federal Savings Bank and information they provide is their responsibility.)

If you have any further questions regarding the Heartbleed vulnerability, please email us at security@firstfederalbanking.com.