

### **Addova® Identity Verification Control Policy**

Addova has designed an Identity Verification system in order to protect your security and privacy. Addova will seek to confirm that your personal information is being viewed by YOU.

When a customer requests a security change or inquiry, it is intended for Addova to confirm the customer's identity. If the customer cannot provide the correct information, our controls do not allow that person to proceed with request and will be referred to the appropriate authorized contact.

(Please Note: If you are currently in Addova's identity verification process and you need help, please contact our Customer Service Team.)

#### **SSL (Secure Sockets Layer) Encryption**

To ensure that your information remains secure and confidential, Addova uses programs that encrypt the data you provide on any form before transmission to Addova. Encryption is a way of coding the information in a file so that if it is intercepted by a third party as it travels over a network, it cannot be read. Only the person or persons that have the right type of decoding software can unscramble the message. Thus, your encrypted information can only be read by Addova.

#### **2FA (Two Factor) Authentication**

Addova encourages that all customers use 2FA for any system to avoid a security event. Two-factor authentication (2FA) is a security system that requires two distinct forms of identification in order to access something. Two-factor authentication can be used to strengthen the security of an online account.

Questions or concerns about the Addova's security system? Please contact the Customer Service Team.