

Safeguarding Customer Information in Financial Services



Key Benefits

- Lowers operational risk
- Helps provide identity-theft protection
- Assists in protecting confidential customer information
- Increases cost-savings
- Aids G-L-B Act compliance
- Automates document workflow
- Helps provide digital document management efficiency

Reduce Risk, Help Protect Customer Information, Facilitate G-L-B Act Compliance

Financial institutions know that securing customer information makes good business sense. Showing customers that you take measures to protect their information builds loyalty and goodwill. Moreover, such measures may help protect against identity theft, reduce risk, and help comply with laws such as the Gramm-Leach Bliley Act (G-L-B Act).

While procedures may be in place to safeguard customer information residing in computer systems, another potential threat to the security of customer information can be the easy, unauthorized, and unaccountable access to information found in file cabinets, work files, and paper rolling off printers, copiers, and fax machines. The “threat” may be further increased by the presence of temporary workers, consultants, and contractors working throughout a financial organization.

Help Protect Your Customer, Reduce the Risk

Protection of customer information residing on paper may be achieved cost-effectively through the strategic use of Canon multi-function (MFP) imaging, and document distribution and management solutions. Canon MFPs are the transformers of information, linking the paper to the digital system. More importantly, they help provide barriers to unauthorized taking of customer information because they make it possible to help control, restrict, track, and report access to print/copy/fax/scan devices that reproduce documents.

Depending on which solution you choose, many of today’s advanced Canon technologies can help your financial institution prevent customer non-public information from getting into unauthorized hands by:

- enforcing attended printing and copying;
- restricting access to print/copy/fax devices and authenticating users;
- forwarding incoming fax to e-mail, database, or file server, so sensitive information can be secured and not left unattended on the device;
- providing a convenient office imaging station so that you may avoid having to print, copy, transport, or store sensitive information on paper; and,
- empowering you to automate the paper workflow and work more with digital files and less with paper.

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Protecting customer information resident on paper requires thinking beyond IT systems. Financial companies that are implementing best practices may leverage the power of Canon Office System technology. The following table provides a listing of Canon products/features that may help you meet certain information security program objectives and best practices.

Please consult your own professional advisor, as the information provided below and elsewhere in this brochure is a summary, and may not address all concerns unique to your business or facilitate full compliance with the Gramm-Leach Bliley Act or your information security policy.

INFORMATION SECURITY PROGRAM OBJECTIVES	OFFICE BEST PRACTICES	CANON PRODUCTS/FEATURES
<ul style="list-style-type: none"> ● Ensure the security and confidentiality of customer records and information. ● Protect against anticipated threats or hazards to the security or integrity of such information. ● Protect against unauthorized access to, or use of, such records or information that could result in substantial harm or inconvenience to any customer. 	<ul style="list-style-type: none"> ● Secure and restrict access to print/copy/fax/send/scan devices. ● Enforce user identification and/or authentication. ● Track and report device usage by user. ● Make scanning convenient to discourage copying/printing, and encourage use of digital document management for storage and backup. ● Enforce attended printing to eliminate unauthorized access to printed information. ● Change from “print first, then fax” to “fax from the PC.” ● Automatically forward incoming fax to e-mail or database. ● Encrypt scanned documents when sending electronically. ● Apply segregation of administrative duties to MFP devices, too. ● Monitor and control/report user print/copy/fax activity. ● Train employees to use digital device features. ● Include office output devices in the overall information security policy and procedures plan. ● Secure the device image drive. 	<ul style="list-style-type: none"> ● imageRUNNER® User Authentication ● imageRUNNER® Secured Print ● imageRUNNER® Fax Driver ● imageRUNNER® Mail Boxes ● imageRUNNER® Administrator Control ● imageRUNNER® Security Kit-A1 ● Fax Forwarding ● eCopy Authentication, Encryption, Annotation ● imageWARE™ Document Manager Administrator ● imageWARE™ Document Manager ● imageWARE™ Gateway ● NetSpot® Accountant

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0304-GLBA-20M