



Phone theft is a real threat. If a thief can unlock your phone or obtain your passcode, they may be able to access apps and personal information, putting your money and identity at risk.

We recommend the steps below to make your iPhone more secure if it is stolen. Although nothing is 100% secure, these steps will go a long way to preventing thieves accessing your information or delaying it giving you a window to freeze accounts and change login info.

In addition to these, consider whether you really need to have banking Apps on your phone. Many victims of phone theft hand over access to their entire life savings when they lose their phone. Could you use online banking on a computer at home, or have the Apps on a phone you don't take out of the house?

These steps will:

1. Turn on Stolen Device Protection
2. Disable all access and notifications when the phone is locked.
3. Set a PIN for the SIM card.
4. Hide financial apps.
5. Require Face ID for any Apps with personal information.

1. Turn on Stolen Device Protection

Goal: Introduce a delay for critical tasks like changing your apple password giving you time to report a phone stolen.

Turn on Stolen Device Protection before your iPhone is lost or stolen. Go to Settings, tap Face ID & Passcode or Touch ID & Passcode, enter your passcode, then tap Stolen Device Protection and turn it on. For the strongest protection, choose Always. This feature can require Face ID or Touch ID with no passcode alternative for sensitive actions and can impose a Security Delay before critical account or device settings are changed.

2. Disable All Access When iPhone is Locked

Goal: Prevent anyone from putting the phone in Airplane Mode, accessing notifications, Control Center, Siri, or Wallet without unlocking the phone.

Steps:

1. Open Settings.
2. Tap Face ID & Passcode (or Touch ID & Passcode).
3. Enter your passcode.
4. Scroll down to Allow Access When Locked.
5. Turn off all options, including:
 - Today View and Search
 - Notification Center
 - Control Center
 - Siri
 - Reply with Message
 - Home Control
 - Wallet
 - Return Missed Calls
 - USB Accessories (recommended off for security)

 *Result: The selected features will not be accessible from the Lock Screen. To prevent notification content from appearing there, also go to Settings > Notifications > Show Previews and select When Unlocked or Never, or adjust Lock Screen alerts for individual apps.*

2. Set a PIN for the SIM Card

Goal: Protect your SIM from being used in another phone without authorization. E.g. in order to get 2 factor authentication codes or to reset biometric identification.

Steps:

1. Open Settings.
2. Tap Cellular (or Mobile Data).
3. Tap SIM PIN.
4. Toggle SIM PIN on.
5. Enter the default SIM PIN supplied by your network provider. If you do not know it, do not guess: check the provider's support information.
6. Tap Done.
7. Tap Change PIN → create a new custom code → confirm.

 *Entering the wrong PIN three times will lock your SIM and require a PUK code from your carrier.*

4. Hide Financial Apps and Require Face ID

Goal: Ensure financial apps are hidden from view and require Face ID authentication to access.

1. Find the app you want to hide on your Home Screen (for example, a banking or payment app).
2. Press and hold the app icon until a menu appears.
- 3.

Tap "Require Face ID", "Require Touch ID" or "Require Passcode". Some built-in apps cannot be locked. When an app is locked, information from it is also hidden from locations such as notification previews, search and Siri suggestions.

-  *This means Face ID must be used each time you try to open the app.*
4. On the next menu tap "Hide and Require Face ID"
 - This places the App in the 'Hidden' folder at the bottom of your App Library (accessible by swiping left past your last Home Screen).
 - Turns off Show App in Search and Show on Home Screen to hide it completely.

 **To Open the Hidden App Later:**

1. Swipe left until you reach the App Library.



2. Tap the search bar at the top and type the app's name.
 3. When you tap the app, Face ID will be required before it opens.
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4. Require Face ID for any App with personal information

Goal: Ensure thieves can't look at your messages or any personal information or take over your accounts.

1. Find the app you want to enable Require Face ID for (for example a messaging or shopping App).
2. Press and hold the app icon until a menu appears.
3. Tap "Require Face ID" (this option appears for supported apps such as Notes or third-party apps that support extra authentication).
 -  *This means Face ID must be used each time you try to open the app.*
