

Multi-Factor Authentication (MFA) FAQ Guide

Security is a top priority at Moody's and we are committed to taking the necessary steps to protect our customers' sensitive information. This is why we use multi-factor authentication (MFA) as part of our Moody's account login process.

FREQUENTLY ASKED QUESTIONS

What is multi-factor authentication (MFA)?

- Multi-factor authentication, or MFA, requires users to present two or more verification factors to gain access, significantly reducing the risk of unauthorized access to an account.

Why am I being asked to use MFA to access my subscription?

- MFA provides an additional layer of security, safeguarding your account from unauthorized access. Furthermore, MFA is a more robust solution for defending your personal data against phishing or cyber-attacks due to unauthorized access.

Will MFA be required to access each of my Moody's subscriptions?

- Moody's uses a single sign-on account authentication platform to provide seamless access to multiple products and solutions across Moody's businesses. MFA will be required when using your single sign-on login credentials.

My organization uses an internal Single Sign-On authentication process that gives me access to my Moody's product subscriptions. Will MFA be included in this login process?

- No. Moody's MFA will not impact customers who integrate Moody's login within their internal login authentication processes.

How often will I be required to provide MFA for my account access?

- For Moody's customers, we are asking users to input a unique access code along with your username and password at the beginning of each session.

What happens if I do not receive my authentication code email?

- If your authentication email has not arrived in your inbox upon providing your username and password, please check your spam or junk folders as system provided emails can sometimes be routed there by email systems. The system will automatically send another code after 60 seconds if you did not receive the initial email.

Can I receive my authentication code via a text message?

- No. Moody's MFA is only delivered by email to the email address associated with your account.

Can I use an authenticator app to manage the MFA requirement?

- Yes. Moody's MFA is compatible with both Microsoft and Google authenticator apps. If you need assistance enabling either of these with your account, please contact clientservices@moody.com.

Can I change the email address used to receive my authentication access code?

- The authentication access code is only sent to the email address provided at login.



For more information

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