

Secure email user guide

The security of customer and colleague data is of utmost importance to us. We use an encrypted email function to protect sensitive material, sent to you via email, from unauthorised viewing or malicious intervention.

When a Quilter employee sends you an encrypted email the system will send the message to a secure portal. You will receive a message informing you that you have received an encrypted message from Quilter. You will need to either register or login to the portal to retrieve the email, download attachments and directly reply to the Quilter sender.

Although additional software is not required to receive encrypted emails from Quilter, you will need to complete an initial registration process. Instructions on how to do this, and how to retrieve and reply to an encrypted message, are set out in the following guide.

Registering with Quilter encryption

- ► The first time you receive a secure message from Quilter, you will be prompted to create an account to register with Quilter Encryption.
- > Put in all your details

Create your account	t to read secure email.	
Password Polic	су	
Email Address:		
First Name:		
Last Name:		
Password:		
Confirm Password:		
We have sent a valic address. Please che and enter it below. If need another code:	dation code to your email eck your inbox for the code f you did not receive it and <u>Click here</u>	
Validation Code:		
	Continue	

Please note: Your password cannot contain spaces.

A code will be sent to your email once the new password is confirmed – enter the code and click Continue ➤ The next time you want to read a secure message, you will be prompted to log in to the Proofpoint Portal using your password.

Reading a secure message

▶ When you receive a secure message, it will look similar to this in your mailbox:

Quilter	
This is a secure message. <u>Click here</u> by 2019-03-01 13 After that, open the attachme	:56 GMT to read your message. ent.
More Info	
Disclaimer: This email and its content are cor addressee. Please notify the sender if you have	nfidential and intended solely for the use of the e received this email in error or simply delete it.
Secured by Proofpoint Encryption, Copyright	© 2009-2018 Proofpoint, Inc. All rights

➤ The link in the email will be active for 12 months from the date it was sent. If the link has expired, you will have to re-request the email.

Open the attachment

The attachment in the email provides the screen below.

Quitter	
	Click to read message
If you do not see a	button or clicking the button yields no action, please
If you do not see a click the link in the	button or clicking the button yields no action, please message.
If you do not see a click the link in the Disclaimer: This ema use of the addressee, error or simply delete	button or clicking the button yields no action, please message. <u>More Info</u> il and its content are confidential and intended solely for the Please notify the sender if you have received this email in it.

- If this is the first time you are receiving a secure message, you will be prompted to register with the Quilter encryption portal.
- Click the 'Click to read message' button

Please note: the 'More info' link will take you to a 'How to' section':

https://securemail.quilter.com/help/enus_encryption.htm

Reading your message

Clicking the link in the email or by selecting 'click to read message' takes you directly to the login screen shown below:

Qu	nici	
Log in to Email Encryption	,e	
Password		
Forgot Password		
Con	tinuo	

Once you are logged in to the portal, you will receive the email content and can 'reply/reply all' for the specific message

Reply	Reply All	
		Digital Signature is VALID
From:		
To:		
Cc:		
Sent:	27/02/2019 13:56:13	
This imm not i rese e-ma	e-mail may contain privileged or confidential information. If you are not the intended recipient of this e-ma ediately by return e-mail and then delete this e-mail and any associated communication regarding this e- ma, copy, distribute or disclose the contents of this e-mail without our consent. Communication by e-mail rows the right to monitor e-mail communications through its networks. No contract may be concluded on buil.	il, please contact the sender ail from your computer. You ma nay not be secure. Quilter shalf of any group company by
This imm not i rese e-ma Quilt Long	e-mail may contain privileged or condidential information. If you are not the intended recipient of this - em- ediately by returns mail and then delete this -mail and may associated communication regarding this -m use, copy, distribute or disclose the contents of this -e-mail without our consent. Communication by e-mail ne- wes the right to monitor e-mail communications through its networks. No contract may be concluded on be all.	il, please contact the sender ail from your computer. You ma nay not be secure. Quilter shalf of any group company by Bridge House, 2 Lambeth Hill,
This imm not i rese e-mi Lond Lond Old I Life	e-mail may contain privileged or confidential information. If you are not the intended recipient of this e-mai ediately by return e-mail and then delete this e-mail and any associated communication regarding this e-mail roves the right to monitor e-mail communications through its networks. No contract may be concluded on buil. It is registered in England and Wales with company number 06404270. Registered Office at Millennium 1 for, ECV 40.4. Mutual Wealth is the trading name of Old Mutual Wealth Holdings Limited, Old Mutual Wealth Business Servi Susarance Limited, Old Mutual Wealth Limited and Old Mutual Wealth Business Servi	il, please contact the sender ail from your computer. You ma nay not be secure. Quilter thail of any group company by Bridge House, 2 Lambeth Hill, icces Limited, Old Mutual Wealth

Any attachments are shown on the emails and can be downloaded:



Logout

Click Logout when you are done.



${\it If you forget your password}$

▶ If you forget your password, click the Forgot Password link.

Login	
Log in to Email Encryption	
Password	
Forgot Password	
	_
Continue	

You will be sent a link via email enabling you to reset your password. The link will only work once and will be valid for 30 minutes.

	Quilter
Passwo	rd Reset Request Sent
A password reset	message was sent to your emai
address. Please c	lick the link in that message to
reset your passw	ord.
If you do not rece	ive the password reset message
within a few mor	nents, please check your spam
folder or other fil	tering tools.

Decrypting secure messages from a mobile device

- When you receive a secure message, it contains a link that you can click to decrypt the message and read it on your mobile device.
- ▶ This link will be active for 12 months.



If you have any further questions please visit our ProofPoint Encryption FAQ page: *quilter.com/secure-email*

quilter.com

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years.

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