

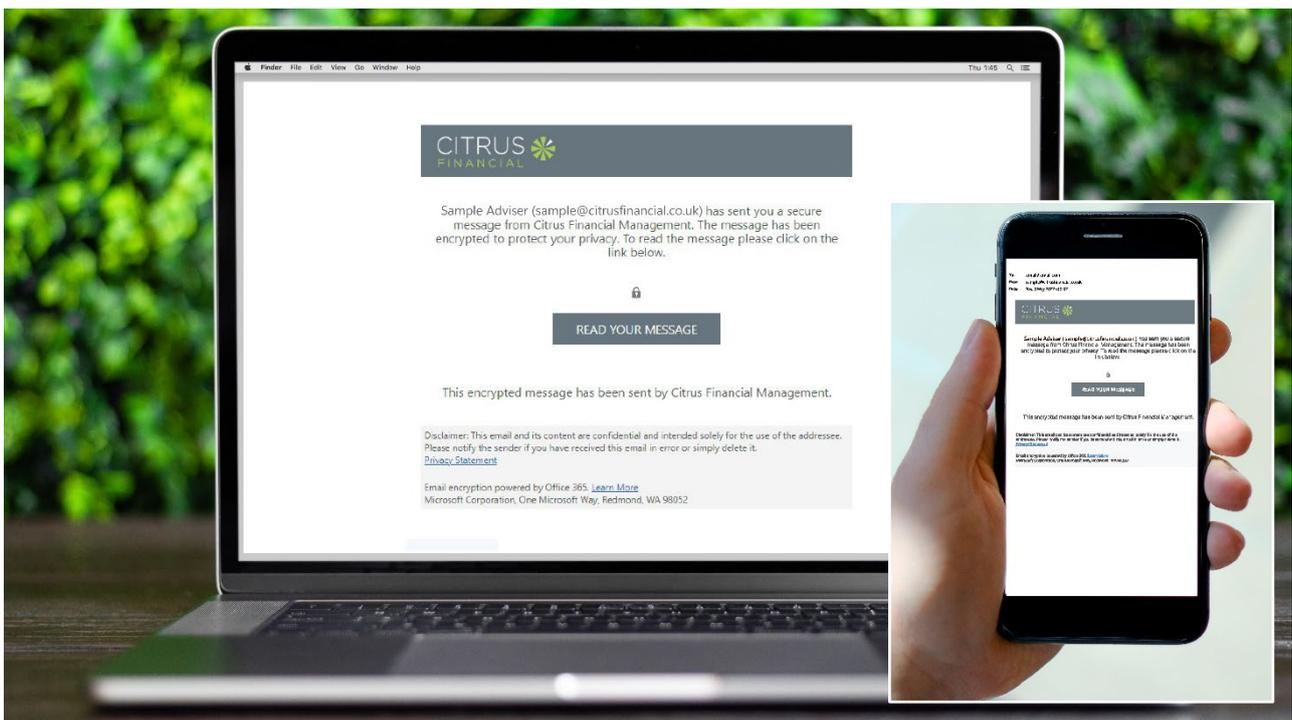


CITRUS FINANCIAL EMAIL ENCRYPTION

KEEPING YOUR EMAILS SECURE

Your privacy and data security are important to us. So, if we need to send you confidential or sensitive information, we will do this via encrypted email.

The email you receive will look like the one below. If you're a Microsoft Outlook user, the message should open like any other message. You'll see a banner at the top of the message that informs you of any restrictions.



Email encryption guide

If you're using a different email account or email program, you may receive a notification that you've received a protected message and need to take additional action.

Reading a protected message with Gmail

Desktop/Browser:

1. Select **Click here to read your message**.
2. Select **Sign in with Google**.
3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

Mobile app:

1. Tap **Click here to read your message**.
2. Tap **Sign in with...** and sign into your email account.
3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

Reading a protected message with a single-use code

Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or other Internet Service Provider, you'll need to obtain a single-use code to read the message.

Desktop/Browser:

1. Select **Read the message**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

Mobile app:

1. Tap **Click here to read your message > Sign in with a single-use code**.
2. You'll be redirected to a page where you can sign in and receive a single-use code.
3. Check your email for the single-use code and copy it.
4. Enter the code in your browser, then select **Continue** to read your message.

Keeping your conversation private

If you need to return documents to us, please simply reply to the encrypted email. By doing this your ongoing conversation will remain encrypted.

You cannot forward the message on to anyone else, so if you want the email to go to an additional recipient please let us know.

If you need more help, or if you're unsure if the email is from Citrus Financial, please contact your adviser.

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