

Retrieving Encrypted E-mail

E-mail containing sensitive information of our customers and clients are sent through a secure email process.

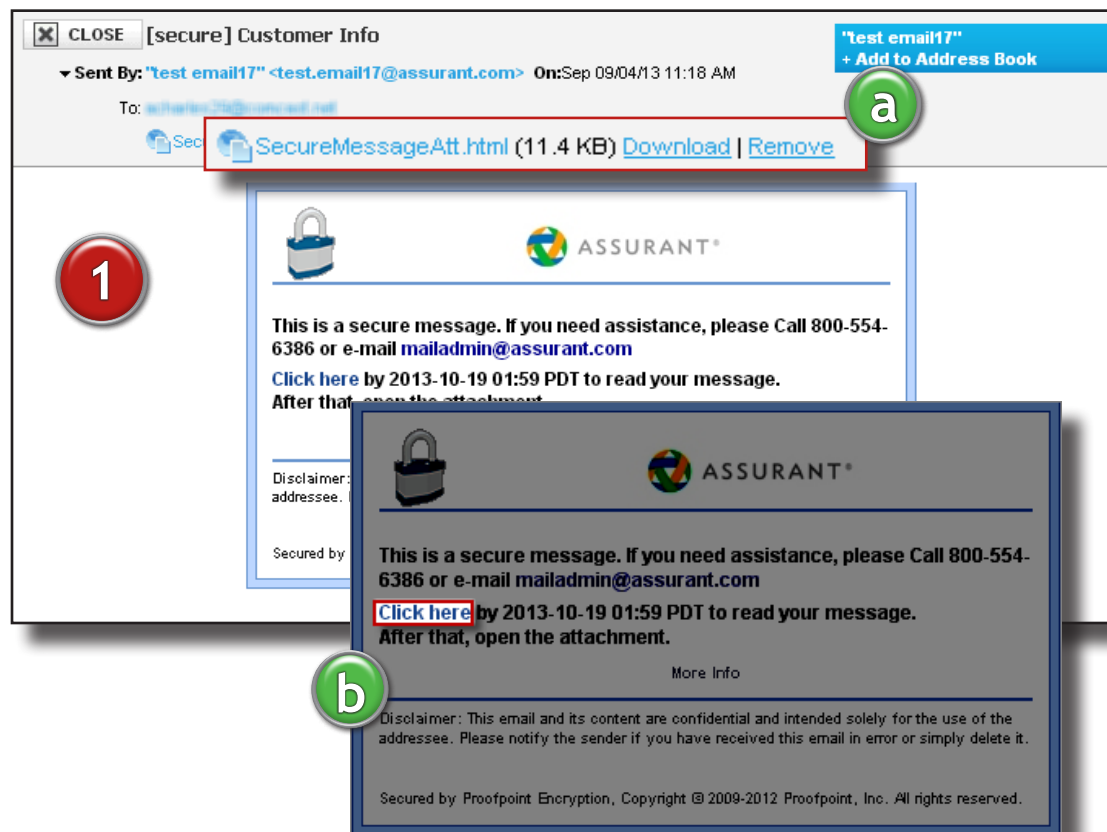
E-mail Encryption allows an encrypted message to be sent to, and decrypted by, someone who doesn't have any decryption software.

This is an important process in protecting the confidential information of our customers and clients. It also supports both our Code of Ethics and our Information Security Policies. This guide will show you the steps required to register and receive a message encrypted with our E-mail Encryption.

1. You receive an e-mail notifying you that you have been sent an encrypted message.
Note: Depending on your e-mail service provider, the format may be different than the one displayed.
 - a. Find the **SecureMessageAtt.html** attachment and click it to start the description process.
Note: Depending on the e-mail provider, the attachment may be at the top or bottom of the e-mail.

OR

- b. Press the [Click here](#) link to view the e-mail.
Note: The next time you want to read a secure message, you will be prompted to log into E-mail Encryption using your password.



Retrieving Encrypted E-mail (cont.)

Note: If you used a previous E-mail Encryption application, you will need to **register a new account**.

New User:

2. If this is the first time you are retrieving an encrypted email a **Registration** form will appear.
3. Complete all required fields then click Continue.
Note: Make sure to choose a Security Question that you can easily remember. If you ever forget your password, you can use the Security Question to recover it.

Your e-mail should now populate. See screenshot.

Returning User:

4. If you are a returning user a log in prompt will appear. Enter your password and click **Continue**.

In the event that you can't remember your password, Click **Forgot Password** .

Your e-mail should now populate. See screenshot.

If you need assistance retrieving an encrypted email, please call 800-554-6386 or email mailadmin@assurant.com.

Registration

ASSURANT®

Email Address: test.email17@assurant.com

First Name:

Last Name:

Password:

Confirm Password:

Question: Your childhood best friend

Answer:

3 Continue

Login

ASSURANT®

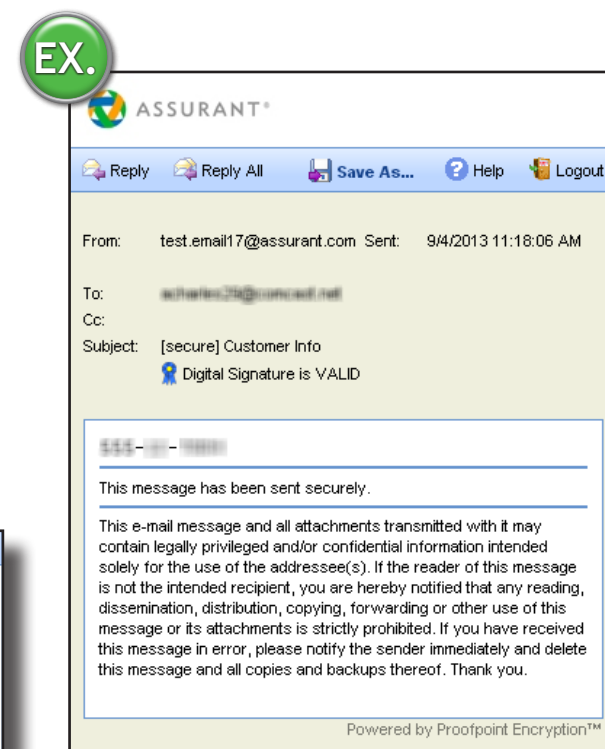
Log in to read your secure message.

Email Address: test.email17@assurant.com

Password:

If you need assistance, please Call 800-554-6386 or e-mail mailadmin@assurant.com

Forgot Password Continue




Sending Encrypted E-mail

To send a secured email to Assurant Solutions or Assurant Specialty Property in a new browser or tab, go to:
<https://securemail.etdbw.com/assurant/>

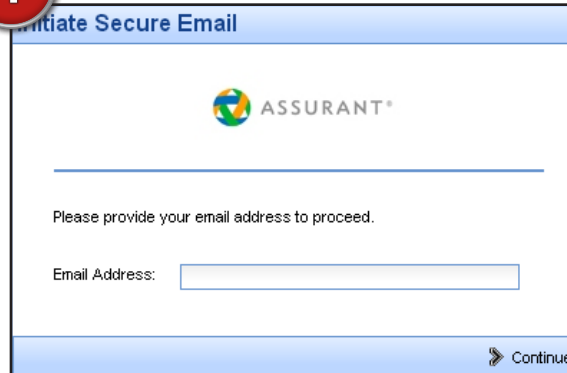
For Assurant Employee Benefits and Assurant Health, go to:
<https://securemail.assurant.com>

1. Enter your email address when prompted, then click **Continue**.
2. Enter password, then click **Continue**.

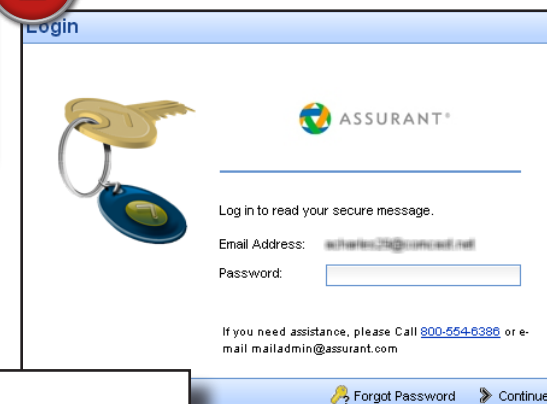
In the event that you can't remember your password, Click  [Forgot Password](#) .

3. Complete your secured email.

1



2



3

