

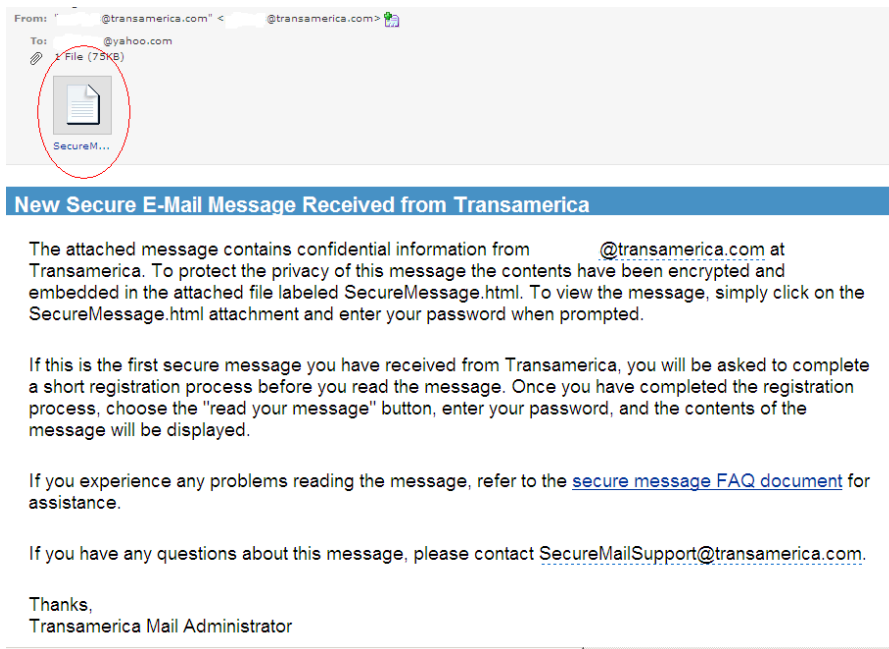
Transamerica Secure Email

In order to maintain the confidentiality of private information we will be implementing a new email encryption service through Zix Corporation. Below is documentation outlining the Registration Process, Opening Secure Messages and FAQ's.

Registration Process

The first time you receive a Zix secure message from us you will need to register your email address (username) and password.

1. Below is a sample of a secure email message. You will need to click on the **SecureMessage.html** attachment circled below to open the encrypted message.





2. The first time you receive a secure email you will be prompted for one time registration.

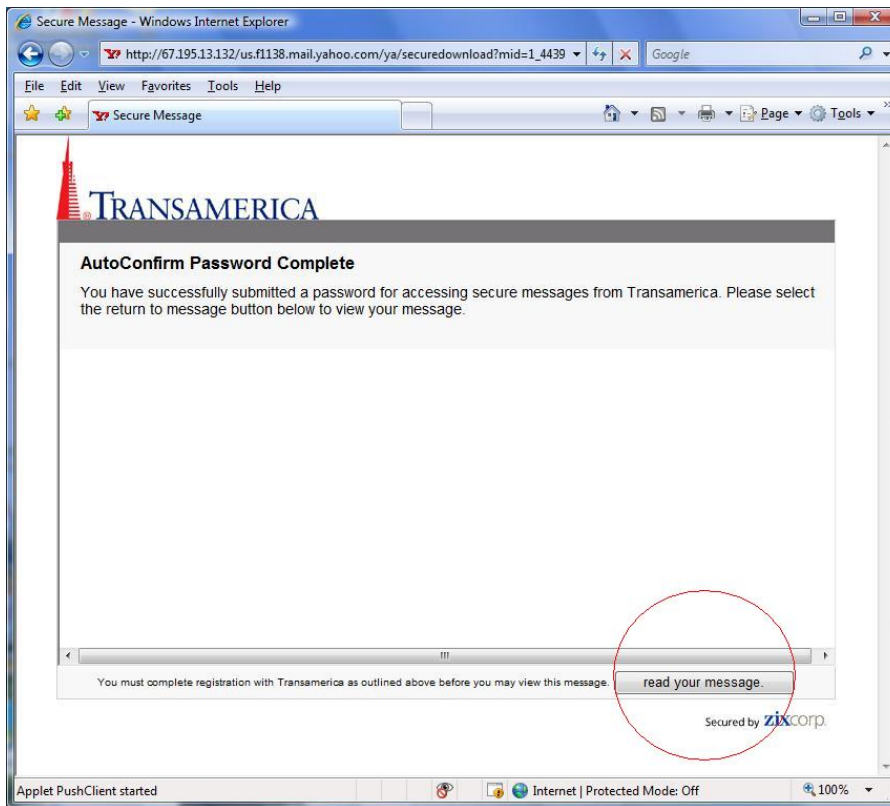
- You will only need to enter a password to register.
- Your password must meet the Password Rules shown in the screen below.
- Enter the new password twice and click **"Submit Password"**.

Note: Your email address will be your **username** that may be needed for future password changes or resets.

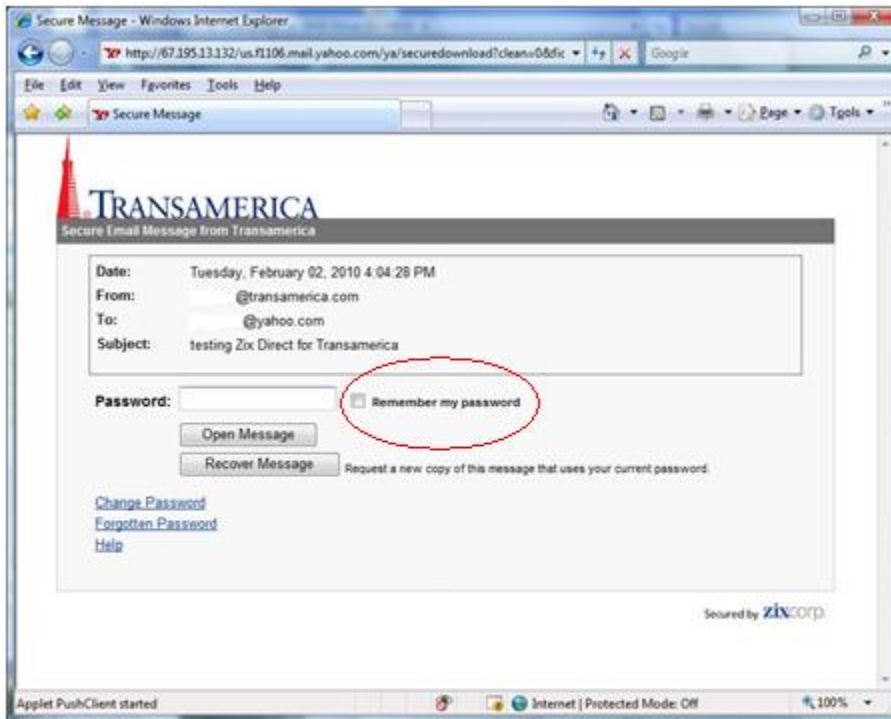
A screenshot of a web browser window titled "Create a New Password - Windows Internet Explorer". The address bar shows the URL "https://www.zixdirect.com/mc/forgot?customer_code=mon52499&brand...". The page features the Transamerica logo at the top. Below it, the heading "Create a New Password" is followed by the instruction "Please provide a password to access secure messages from Transamerica." The form includes three input fields: "Email Address:" with a pre-filled "@yahoo.com", "New Password:" with masked characters, and "Re-enter New Password:" also with masked characters. A blue "Register Password" button is located below the second field. To the right, a box titled "Password Rules" states: "The password must be between 4 and 20 characters. The password must contain at least 1 of these characteristics:" followed by a bulleted list: "Upper and Lower Case Characters" and "Numeric Characters (0 - 9)". Below the list, it says "All fields are required." and provides a "Use help" link. At the bottom right of the form area, it says "Secured by zixcorp." The browser's status bar at the bottom indicates "Internet | Protected Mode: Off" and "100%".



3. Upon submitting your password you will receive an “**AutoConfirm Password Complete**” page.
4. Click on “**read your message**” button at the bottom right corner of the page.



5. Enter your password and click the “**open message**” button.
6. You have the option to check, “**Remember my password**”. This will place a secure token on your computer and allow you to bypass this password page on any future secure messages from Transamerica.

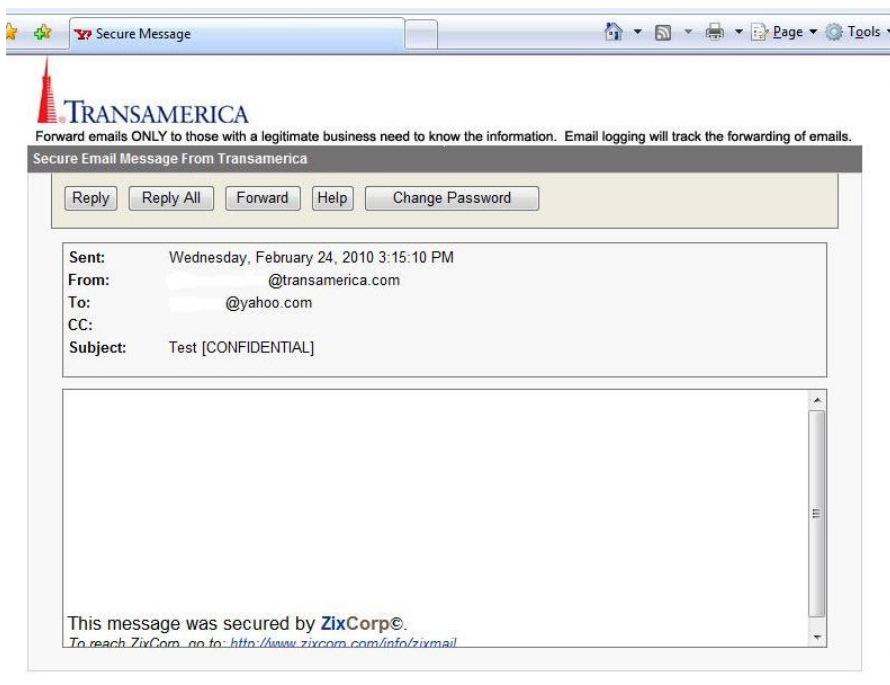


Opening the Secure Message

After your registration above is complete, viewing future messages will only require you to open the SecureMessage.html attachment.

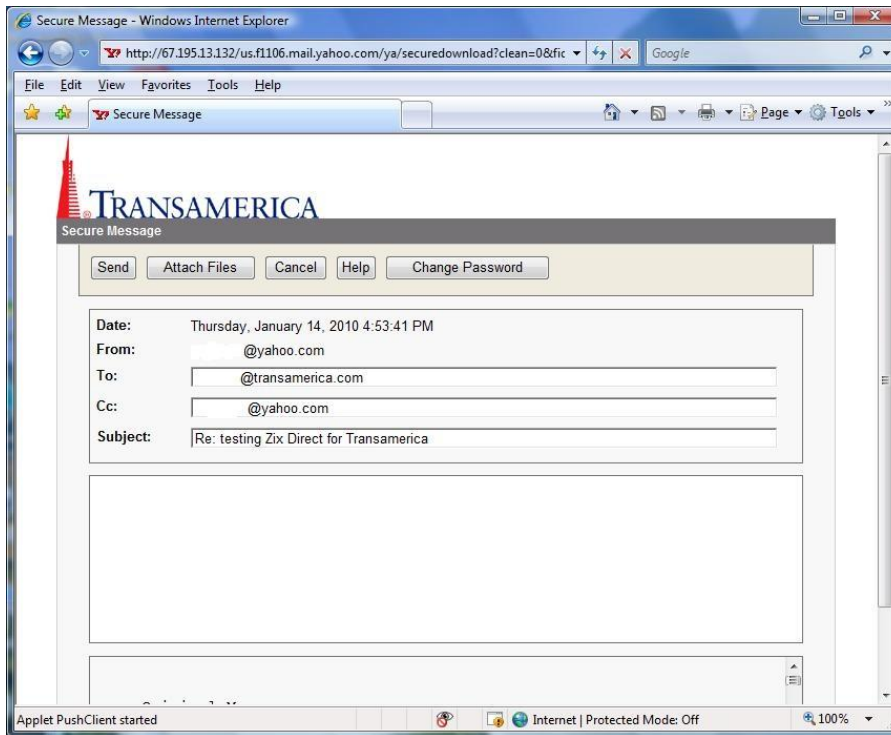
1. Once you open the message you will have the option to Reply, Reply to all, Forward, Help and Change your password.

Note: Emails should be forwarded **ONLY** to those with a legitimate business need to know the information. Emails sent securely may contain confidential or sensitive information and care should be exercised to limit further distribution of the email and its contents. Zix email logging will track the forwarding of emails.

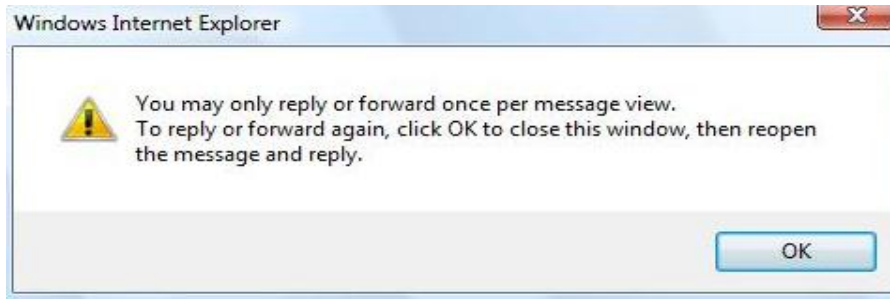




2. Once you have chosen Reply or Reply All you can enter further information in the appropriate fields.
 - **To:** Enter additional recipient email address you want to send to.
 - **Cc:** Enter the recipient email addresses that you want to copy.
 - **Note: Email recipients can only be employees of Transamerica.**
 - **Body:** Type your message text.
 - **Attachments:** You can add an attachment by clicking on the reply or reply all and click the “**Attach Files**” button then browse to upload your file.
 - Click “**Send**” to send your message.



3. You will only be able to respond to the message once per view. **Example:** If you want to send the message again to another person you will have to exit the message and re-open. You will receive the following popup if you hit the send button and then choose to reply again.



Frequently Asked Questions

What happens if you lock out your account out?

After three unsuccessful sign in attempts, you will be locked out of your account for 30 minutes. If you become locked out of your account, a notification email will be sent to the Inbox of your registered primary email address.

The email sent to you contains information on how to change your password and unlock your account. You can always click the [Change your password](#) link on the Sign In page to [change your password](#) at any time.

How do I change or reset my password?

On the Sign In page, click the [Change your password](#) or [Forgot your password?](#) link. Follow the instructions to change your password.

Can I forward a copy of the email?

Yes, Emails should be forwarded **ONLY** to those with a legitimate business need to know the information. Emails sent securely may contain confidential or sensitive information and care should be exercised to limit further distribution of the email and its contents. Zix email logging will track the forwarding of emails.

Do I have to login in with my username and password every time I want to read a secure email message?

No, you can check the "Remember my password" box on the logon page. This will place a secure token on your computer that will bypass the logon page for future secure messages from us.

Can I initiate a secure email message?

This is not available for Zix Direct messages, you can only reply back to the original sender. If you have the need to compose "new" messages, we do offer a Zix Portal Secure email option. Please contact your Transamerica representative for more information.

If I am having problems with the secure email system, who can I contact for help?

You can contact the person who is sending you the secure email. They can open a support ticket with our internal help desk for assistance.