

## Email Security

At EMC Insurance Companies, protecting the data of our agents, policyholders and business partners is very important. In today's environment, businesses move large amounts of data electronically using email every day. Those electronic exchanges often contain sensitive, private consumer information. There is some concern regarding the safety of email that travels the Internet. The states of Nevada and Massachusetts have legislation in place that requires email that contains personal information (Social Security numbers, drivers' license numbers, state-issued identification numbers and financial account/credit or debit card numbers when any of these are combined with the resident's name) to be encrypted during transmission. EMC has encryption technology in place to meet the requirements of this legislation. Additional states are considering similar action.

### How We Protect Your Data

To assist you in protecting your data, EMC enabled TLS (Transport Layer Security) in 2004 to offer a higher level of email security to our customers. TLS protects your data helping safeguard your business from potential errors and omissions exposure and helping to protect your business reputation.

TLS provides a standard protocol to protect emails, including attachments, sent over the internet and is built into most email servers used today. TLS requires no changes on behalf of the end user (sender or receiver), and no passwords are required. TLS must be enabled on the sending and receiving email server for the transmitted email sent within the TLS tunnel to be protected. Businesses are encouraged to use an IT expert to ensure TLS is properly set up on their email server. The IT professional can also validate which business partners have TLS enabled.

For businesses unable to use TLS, EMC also offers EMC Secure Mail using IronPort/PostX to encrypt messages and their attachments. EMC Secure Mail doesn't require additional software to be installed on the recipient's PC. When a user receives an EMC secure email, he or she is directed to set up an EMC Secure Mail account and establish a password. You may use your EMC Secure Mail account to communicate safely and securely for all EMC-related business— composing, forwarding and replying to email messages. To enable EMC Secure Mail, ask an EMC contact to send you an initiating message.