

For adviser use only.

Maillock Encryption Service

Adviser Guide

abrndn.com

Why Maillock Encryption?

Maillock is a secure email industry solution which uses advanced encryption to make sure both the sender and recipient can precisely authenticate each other's identity, enabling safe and secure communication between providers, advisers and end clients. Importantly, the service is easy to use on desktop and mobile devices.

The Maillock solution is the combination of two experts in the field of online security, Origo and Beyond Encryption. The solution is provided by Origo and utilises their Unipass identity authentication technology and is driven by cyber-security technology designed by Beyond Encryption.

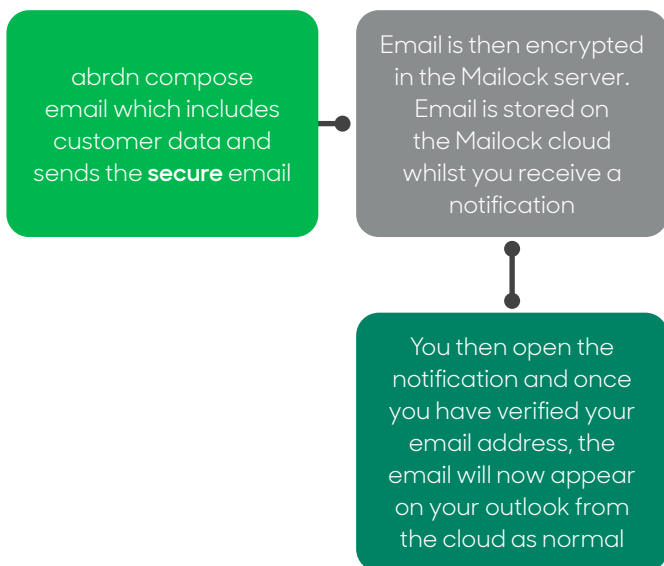
Since the beginning of the COVID pandemic, cybercriminals have increased their efforts and fine-tuned their methods to obtain personal data for their benefit. Email is one of the main channels in which they operate. As millions have had

to become more digitally minded during the pandemic, this has resulted in a greater threat of falling victim to convincing scams. It is imperative to ensure the security of our customer data and by adopting this solution we are helping to protect our customers and their data.

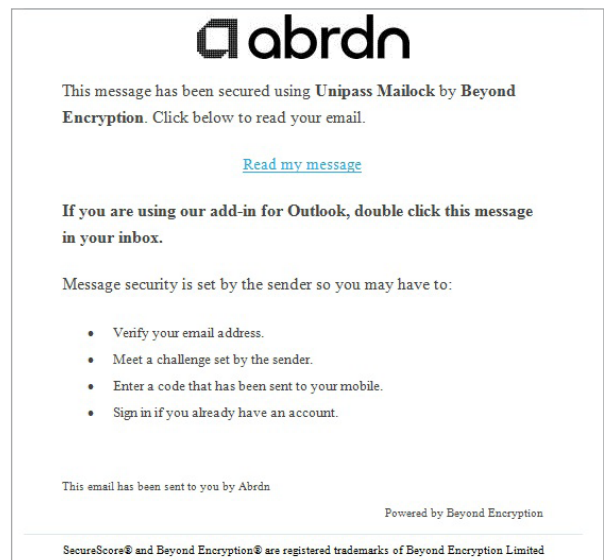
A key feature in the Maillock solution is that recipients of sensitive emails from abrdn do not need to have Maillock to enable the solution to work. The solution works for everyone and everyone falls under one of the following three groups:

- Someone that has Maillock
- Someone that has a Unipass Certificate
- Someone that has **no** Unipass products

Overview of how the process works

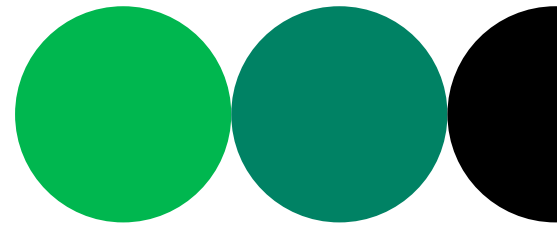


This journey is slightly different depending on which group you fall into as outlined above. Everyone will receive the notification regardless if you have Maillock, Unipass Certificate or don't have anything; the notification (below) will appear in your mailbox.



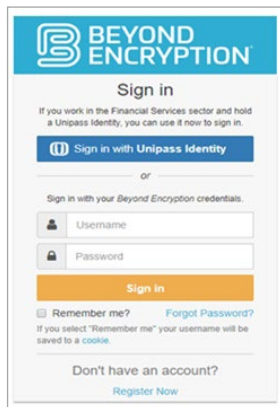
Mailock Users

If you have Mailock outlook add-in, you will see the above notification in your mailbox and to open, you only need to double click the email. If you do not have the outlook add-in then you will need to click "Read my message" from the notification as seen above, this will then open the email. You will be able to reply or forward the email securely as you are a Mailock user.

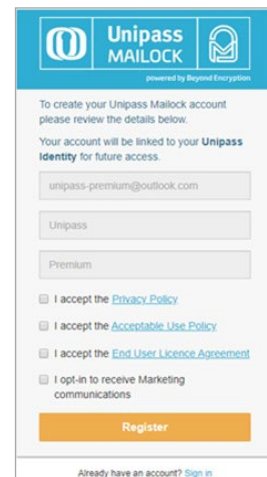


You don't have to have a certificate to use mailock – you just need to be a Unipass Identity Provider user (certificate or username/password).

If you do not have Mailock in your firm but you are a Unipass Certificate user (same authentication used to **login** to our **Wrap** platform) then your journey is different. You will need to press "Read my message" from the above notification, you will then be presented with the following screen:



Press "Sign in with **Unipass Identity**", you will be presented with your Unipass Certificate and can **sign in to read your secure message**. If it is your first time using the Mailock service then you will need to register with Beyond Encryption for free and as such, be presented with the following screen:



Upon registering, the email will appear in your mailbox opened and you will now have the ability to reply back directly to the sender securely using the service without charge. However, you will not be able to copy in anyone else to the email or forward onto anyone as the solution only allows you to reply to the sender.

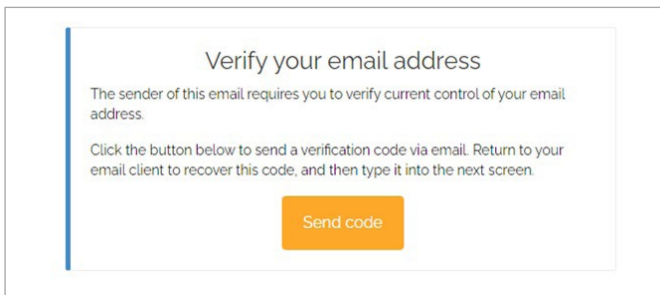
After you have registered with Beyond Encryption, you can link your Unipass Identity with your Mailock account. This will allow you to open any subsequent Mailock emails from abrdn using just your Unipass Identity; for more information please visit beyondencryption.com/how-do-i-use-my-unipass-identity-with-mailock. You can sign up to Mailock if you want to have these capabilities to send secure emails or reply/forward to whomever you wish but it is a charged service.

User without any Unipass credentials

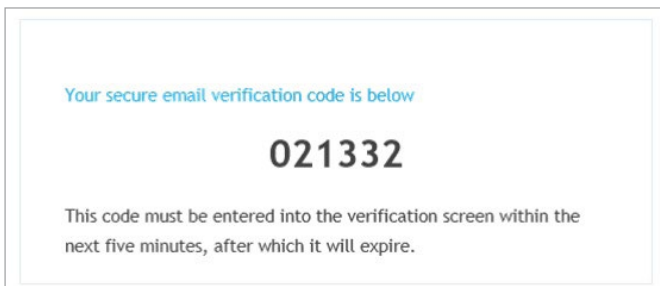
If someone does not have any Unipass credentials they can still use the service and receive and reply back to a secured email using Maillock.

As with the previous example, you will receive a notification as above with the abrdn logo on it, click "Read my message".

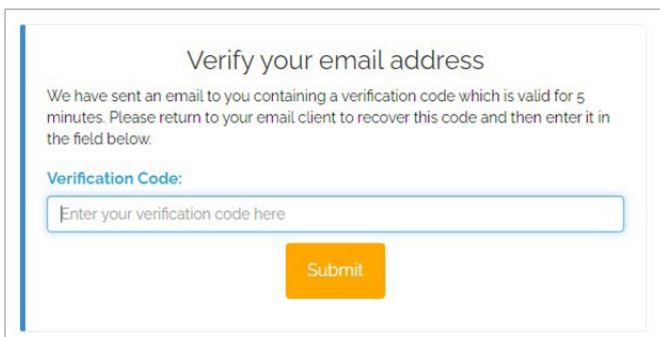
You will be presented with a page which will ask you to verify your email address (see below), press send code to proceed.



After clicking "Send code" you will receive a further email with your verification code (See below). **Please note, the code is only valid for five minutes, if it expires you will need to request another code.**

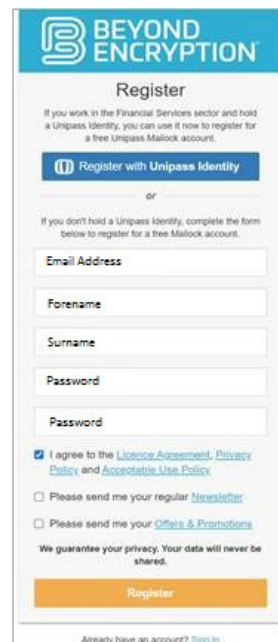


The page that displayed "send code" will now have changed to allow you to enter the verification code (see below).

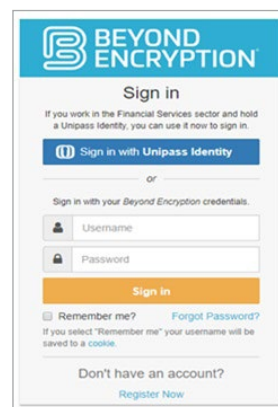


After you have verified your email address, your email will now appear in your outlook mailbox as opened. You will be able to reply directly back to the sender securely using Maillock but you cannot copy in anyone else into the email or forward it. You will be able to read/open any attachments.

Upon receiving your first secure email from abrdn, you will need to register with Beyond Encryption. You will need to fill out your forename, surname, email address and create a password.



When you have registered with Beyond Encryption and receive subsequent secure emails from abrdn, you will be required to sign in via the pop-up below using the credentials you created when registering. Note the "Remember me?" tickbox to facilitate the process for future secure emails.



Mobile phone or tablet users

Your journey will be the same as above but if you are a Unipass user and you do not have your identity saved on your mobile, you will need to login with your Unipass credentials to verify your email address.

Final Notes

If you receive a secured email from us which has the notification we've shown you in this guide you should be reassured that this email is from a trusted source, we will only send email through this secure method for emails that contain customer sensitive data from our Distribution teams or Customer operations teams.

For more information visit abrdn.com/adviser

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