

Emails sent from email addresses hosted by CreativeOne Wealth on Microsoft Office are forced automatically to use transport layer security encryption (“TLS”). Example, user@creativeonewealth.com emails client NPI to user@creativeonewealth.com or user@creativeonewealth.com emails client NPI to user@gmail.com

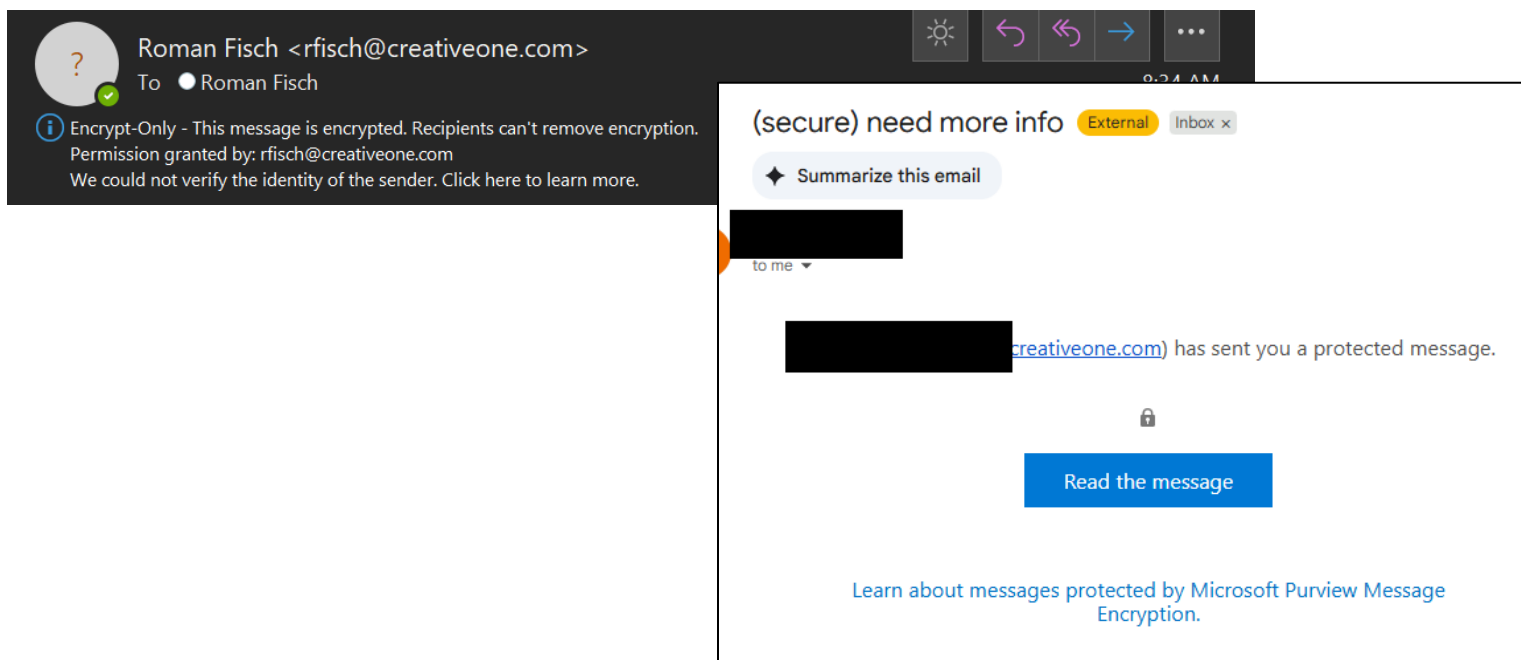
When sending Client NPI from or to an email address not hosted by CreativeOne Wealth (email addresses provided and managed by a third-party email hosting service), IARs and Administrative Staff are required to either encrypt the email itself or password protect the attachment containing NPI. Example, joe@wealthcompany.com emails NPI to client sue123@gmail.com **You should contact your email provider and get specific instructions on how to properly send encrypted messages.**

If an IAR is not sure if the email receiving the NPI is hosted by CreativeOne Wealth, he or she should err on the side of caution and encrypt the message. CreativeOne Wealth currently uses encryption services through Microsoft.

To encrypt an email that is hosted under the CreativeOne Wealth tenant (server), you can either:

1. Enter one of the following in the Subject Line: (Secure), [Secure], or {Secure}. **Ensure a single space follows the closing parenthesis, bracket, or brace. These are not case-sensitive**

The recipient will see that the email has been encrypted or secure based on language underneath or in the Subject Line, examples below.



As referenced, should the Client NPI be stored in an attachment (e.g., a .pdf file or Microsoft Excel file), it is permissible for CreativeOne Wealth IARs and Administrative Staff to password protect the attachment itself rather than encrypting the entire email. However, the password may not appear in the body of the email itself. Rather, the password should be communicated verbally.

Reach out to the [Compliance Team](#) or [IT Support Team](#) with questions.