

Secure email user guide

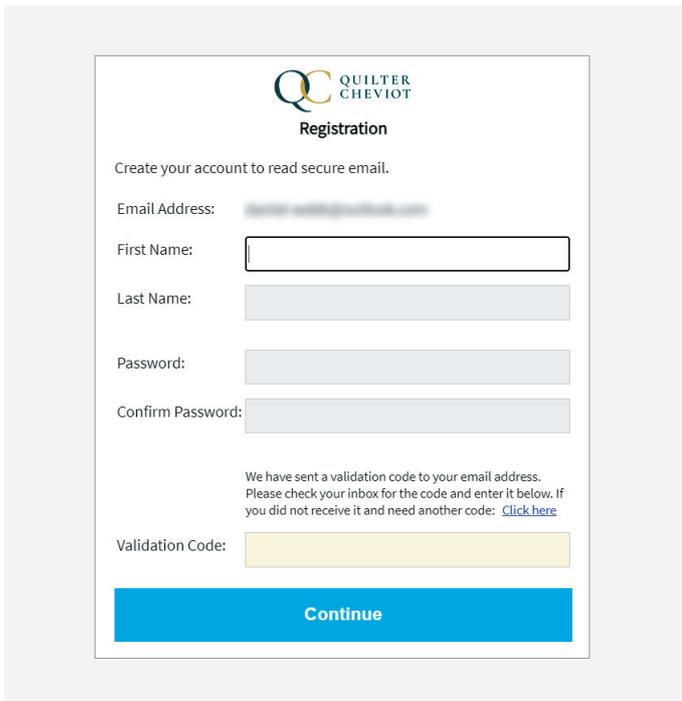
The security of clients' data is of utmost importance to us. We use an encrypted email function to protect sensitive material sent to you via email from unauthorised viewing or malicious intervention.

When a Quilter Cheviot employee sends you an encrypted email, the system will send the message to a secure portal - the Proofpoint Portal. You will receive a message informing you that you have received an encrypted message from Quilter Cheviot. You will need to either register or login to the portal to retrieve the email, download attachments and directly reply to the Quilter Cheviot sender.

Although additional software is not required to receive encrypted emails from Quilter Cheviot, you will need to complete an initial registration process. Instructions on how to do this, and how to retrieve and reply to an encrypted message, are set out in the following guide.

Registering with Quilter Cheviot encryption

- The first time you receive a secure message from Quilter Cheviot, you will be prompted to create an account to register with Quilter Cheviot Encryption.
- Fill in the fields with your details



Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

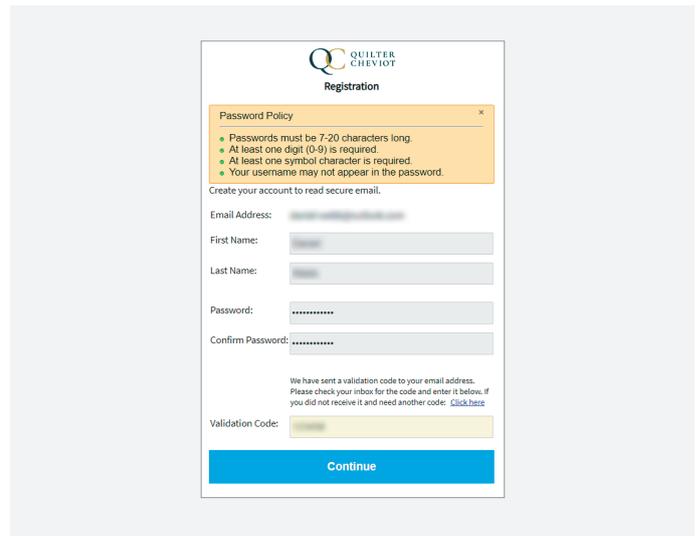
We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

Validation Code:

[Continue](#)

Please note: Your password cannot contain spaces.

- A validation code will be sent to your email in a separate email - Enter the code and click **Continue**



Registration

Password Policy

- Passwords must be 7-20 characters long
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

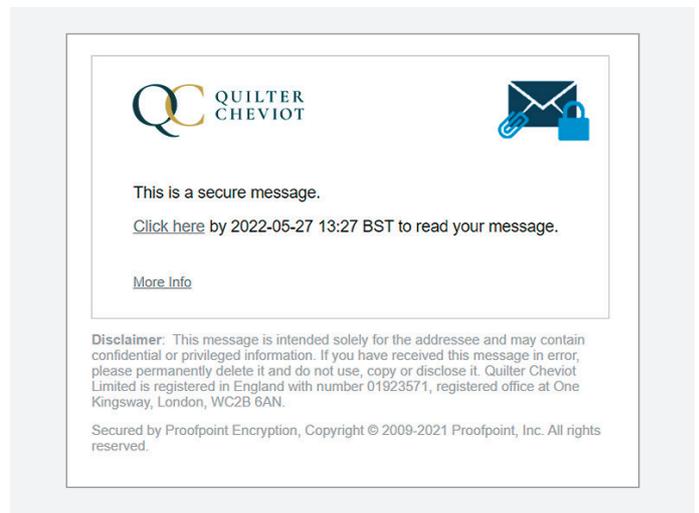
Validation Code:

[Continue](#)

- The next time you want to read a secure message, you will be prompted to log in to the Proofpoint Portal using your password.

Reading a secure message

- When you receive a secure message, it will look similar to this in your mailbox:



QUILTER CHEVIOT

This is a secure message.

[Click here](#) by 2022-05-27 13:27 BST to read your message.

[More Info](#)

Disclaimer: This message is intended solely for the addressee and may contain confidential or privileged information. If you have received this message in error, please permanently delete it and do not use, copy or disclose it. Quilter Cheviot Limited is registered in England with number 01923571, registered office at One Kingsway, London, WC2B 6AN.

Secured by Proofpoint Encryption, Copyright © 2009-2021 Proofpoint, Inc. All rights reserved.

- The link in the email will be active for 14 days. If the link has expired, you will have to re-request the email.
- Click the '**Click here**' button' to read your message.

Reading your message

- Clicking the link in the email or clicking the **'click here'** button takes you directly to the login screen shown below:

Please note: the 'More info' link will take you to a 'How to' section':

<https://securemail.QuilterCheviot.com/help/enus/encryption.htm>

- Once you are logged in to the portal, you will receive the email content and can **'reply/reply all'** for the specific message

- Any attachments are shown on the emails and can be downloaded;

- Click **Logout** when you are done.

If you forget your password

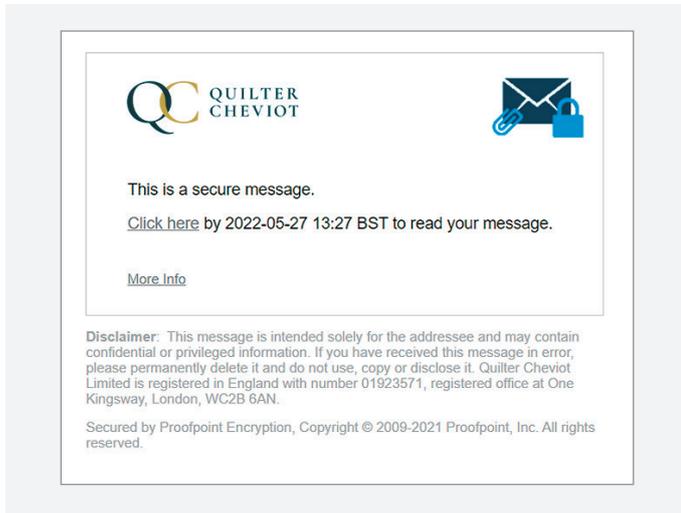
- If you forget your password, click the **'Forgot Password'** link.

- A link will be sent to your email address that will allow you to set a new password.
Please note: This link is one-time use and will expire after 30 minutes.

- You will be prompted to enter a new password, upon clicking **Continue** you will be logged in to the portal.

Decrypting secure messages from a mobile device

- When you receive a secure message, it contains a link that you can click to decrypt the message and read it on your mobile device.
- This link will be active for 14 days.



Quilter Cheviot
Senator House
85 Queen Victoria Street
London EC4V 4AB
+44 (0)20 7150 4000

To find out more please contact your investment manager
or email: enquiries@quiltercheviot.com



Investors should remember that the value of investments, and the income from them, can go down as well as up and that past performance is no guarantee of future returns. You may not recover what you invest.

Quilter Cheviot and Quilter Cheviot Investment Management are trading names of Quilter Cheviot Limited, Quilter Cheviot International Limited and Quilter Cheviot Europe Limited.

Quilter Cheviot Limited is registered in England with number 01923571, registered office at Senator House, 85 Queen Victoria Street, London, EC4V 4AB. Quilter Cheviot Limited is a member of the London Stock Exchange, authorised and regulated by the UK Financial Conduct Authority and as an approved Financial Services Provider by the Financial Sector Conduct Authority in South Africa. Quilter Cheviot Limited has established a branch in the Dubai International Financial Centre (DIFC) with number 2084 which is regulated by the Dubai Financial Services Authority. Promotions of financial information made by Quilter Cheviot DIFC are carried out on behalf of its group entities. Accordingly, in some respects the regulatory system that applies will be different from that of the United Kingdom.

Quilter Cheviot International Limited is registered in Jersey with number 128676, registered office at 3rd Floor, Windward House, La Route de la Liberation, St Helier, JE1 1QJ, Jersey and is regulated by the Jersey Financial Services Commission and as an approved Financial Services Provider by the Financial Sector Conduct Authority in South Africa. Quilter Cheviot Europe Limited is regulated by the Central Bank of Ireland, and is registered in Ireland with number 643307, registered office at Hambleden House, 19-26 Lower Pembroke Street, Dublin D02 WV96.