

A Guide to Secure Email

MassMutual takes the security of your personal data seriously. We utilize a secure email system to meet the company's regulatory, legal and ethical obligations to our customers by securing nonpublic proprietary or nonpublic personal information in an effective and user-friendly manner. Depending on content, emails that you receive from MassMutual may be sent securely. The system provides a web-based email box just for you, so you can correspond with us with confidence.

FIRST TIME REGISTRATION

Your first secure email from MassMutual will contain the following subject line: **Registration Notification**. Upon receipt, **you must complete a short registration process** to access the email in your new, personal MassMutual **Secure Mail Center** inbox. To register:

1. **Open** the email (see example below):

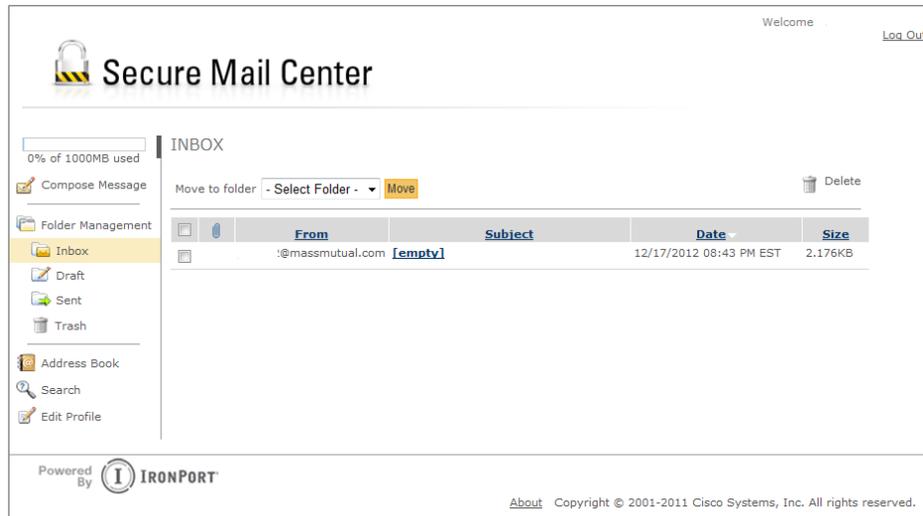


2. Click "**Click here**," or copy and paste the corresponding full link into your browser, to register.
3. Complete the **New User Registration** fields, and click "**Register**."
4. You are now registered! Click "**Click here**" to access your Secure Mail Center account.
5. **Log in** with your email and password created in step 3.



We'll help you get there:

6. Once logged in, you will see your **Secure Mail Center** and can access your secure email from MassMutual.



Once registered, you will not have to register again. Any subsequent secure emails from MassMutual will display the following subject line: ***“You have a new message from MassMutual.”*** Simply follow the link and log into Secure Mail Center using the email address and password used during registration.

ADDITIONAL NOTES:

- There will be no change for customers using **Transport Layer Security (TLS)**. If your company or email provider is TLS-enabled, you will not need to register or create a password and will view secure emails in the same manner as any other emails you receive.
- **Subfolders** can be easily created to organize your emails. To create, click **Folder Management**. Enter a folder name in the text box and click **Add Folder**.
- Select **Remember me on this computer** to remain logged into the secure email system for 12 hours.
- Should you need assistance, click **Help** at the bottom of the email.
- Just as you would with any email, you can **read**, **reply** and **delete** messages. However, while within the secure email system, emails can only be **sent** and **forwarded** to email address within MassMutual’s domains, including contacts with @massmutual.com and @financialguide.com addresses, for example.

