

## Protecting account owner personally identifiable information (PII)

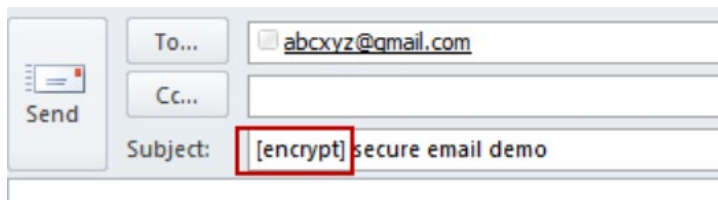


E\*TRADE Advisor Services (ETAS) is committed to protecting account owner personally identifiable information (PII). PII may include, but is not limited to, identification info such as name, address, date of birth, Social Security number, and account number. If a piece of information can be associated with or reasonably linked to a specific person, it may be PII and needs to be protected with the utmost care.


ETAS has implemented email encryption tools which enable the secure email communication of sensitive information outside of the E\*TRADE network. Over the next couple of weeks, our emails to you that contain PII will be encrypted and viewable through the Cisco Registered Envelope Service (CRES) or Symantec Policy-Based Encryption portals. By accessing the portal with a unique username and password, you will have access to emails containing sensitive data while preserving the integrity of that data.

### What you will see:

Your relationship manager will send you an email referencing [encrypt] in the subject line as shown.



The encrypted message will look like the following:

Policy-Based Encryption 

"Nagle, Robert" <robert.nagle@etrade.com> has sent you an encrypted message via Policy-Based Encryption. You have **30 day(s)** left to collect this message before it expires.

**Subject:** [encrypt] johnson  
**Sent:** July 16, 2019 3:34:45 PM, EDT  
**Expires:** August 15, 2019 3:34:52 PM, EDT

To view this message, click the link below to create your Policy-Based Encryption account. Once you've created your account, you can view your messages you receive from "Nagle, Robert" <robert.nagle@etrade.com> directly from your Policy-Based Encryption account:

Email: [redacted]

[Click here to create your account and read your message](#)

For Policy-Based Encryption online help, visit:  
[https://pr.ssm.echoworx.net/brand?act=download&entp=etrade&locale=en\\_US&cat=Resource.Center&f=emx/help/index.html](https://pr.ssm.echoworx.net/brand?act=download&entp=etrade&locale=en_US&cat=Resource.Center&f=emx/help/index.html)

**Do not reply to this message. This is a system-generated email and all replies will be discarded.**

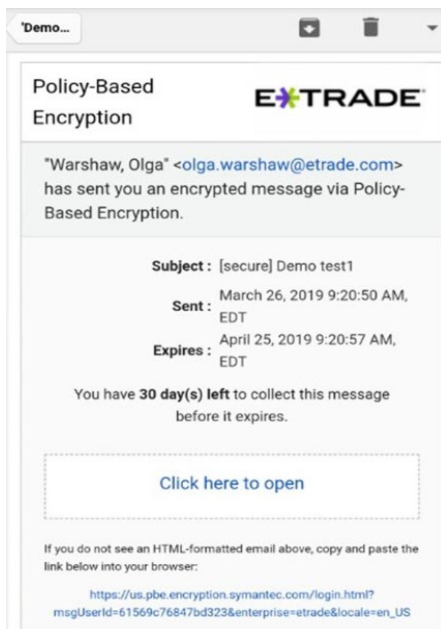
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When you receive an encrypted email for the first time, an account will need to be created. These log-in credentials will be used to retrieve all future encrypted emails.



Once the account is created, all future emails will explain that users have received a secure encrypted email and that to access it they will need to follow the instructions, beginning with **Click here to open**.



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Note:

- Although we suggest that you similarly encrypt emails with PII to ETAS, you can continue to use your typical process to send emails and documentation
- When we respond to your emails that previously contained PII information, we will delete previous content before responding
- You can reply to your relationship manager's encrypted email

COMING IN Q3 2019:

- IN August/September 2019, you will have the ability to upload account owner documents for processing directly to the Liberty portal. This will eliminate the need for documents—and thus PII—to be sent via email. Stay tuned for updates from your relationship manager.

Please reach out to your relationship manager with any questions. If you're interested in a Web-Ex instruction, this can be scheduled.