

**E\*TRADE Advisor Services to  
enhance security of email  
communications  
by requiring Transport Layer Security  
protocol**



E\*TRADE Advisor Service is committed to your privacy and data security. As such, we are continually monitoring the latest trends in data security and determined to deliver to you and your business the latest technology designed to protect you and your clients.

To protect the security of your email communications, we have always had Transport Layer Security (TLS) enabled on emails, which is a more effective encryption protection than its predecessor, Secure Socket Layer (SSL). Now, we are going to take this protection one step further by requesting TLS on all emails from our RIA clients.

TLS is a cryptographic protocol that provides end-to-end communications security over networks and is widely used for internet communications and online transactions. It is fast becoming the industry standard designed to prevent eavesdropping, tampering, and message forgery. TLS is more efficient and secure than SSL as it has stronger message authentication, key-material generation, and other encryption algorithms.

To create a secure connection, both the sender and the recipient must use TLS.

E\*TRADE Advisor Services will begin enforcement of TLS 1.2 encryption of emails sent between E\*TRADE email servers and RIA email servers as of 1/1/2021. What that means is that if you do not have your emails enabled for TLS by 12/31/20, the emails you receive from E\*TRADE Advisor Services will arrive encrypted and you will need to take the extra step of logging into a secure portal to view the emails.

We strongly encourage you to make sure your emails are enabled for TLS. To do this, you should:

- Contact your email service provider and verify that both inbound and outbound email service provider servers support TLS 1.2 or are already TLS 1.2 enabled.

Upon request, we can run a test to see if your email services are currently TLS enabled.

As always, we encourage you to securely upload paperwork and forms right on Liberty, using the Liberty upload tool. Using this tool ensures that all your paperwork is securely transferred.

If you have any questions about this new security protocol for emails or how to electronically upload documents, please contact your Client Service Advocate.

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