This factsheet provides further information on our new security measure to protect outgoing email messages from Utmost Worldwide Limited (and Utmost Portfolio Management Limited).

**WHY IS UTMOST PUTTING THESE MEASURES IN PLACE?**

We have put a new technical measure in place to enhance the security of our email communications. By doing this, we are making sure that we provide the highest levels of service while ensuring that we comply with applicable Data Protection laws.

From 16 November 2019, all outgoing emails from Utmost Worldwide (and Utmost Portfolio Management) must be encrypted via a recognised industry standard called Transport Layer Security (TLS).

**WHAT DOES THIS MEAN TO ME?**

If your email service uses TLS encryption then you will not notice any change.

If your service does not have TLS encryption enabled, you will receive a notification from us providing an invitation to register and access our “Secure Messaging Portal” to review emails.

**HOW DO I KNOW THE COMMUNICATION HAS COME FROM UTMOST?**

If you would like to verify that the communication has come from us before you register to use the messaging portal then please get in touch with us via the contact details on our Website (www.utmostworldwide.com).

**HOW CAN I AVOID THE NEED TO USE THE MESSAGING PORTAL?**

If TLS is not allowed by your email service then it is necessary for you to log into our secure Mimecast messaging portal to access your email.

If you do not wish to use our secure messaging portal, you can choose to use a different email service or email address which allows TLS. If you administer your own email server, we can provide your IT specialists with further details of technical configuration parameters to enable TLS if this is required.