

# Frequently Asked Questions

## Why do you need to encrypt email?

Regular email isn't a private conversation and can be easily intercepted and read by unwanted parties. By law we are required to protect certain types of personal information but more importantly we believe it is simply a smarter way to do business. In addition email encryption increases efficiencies by allowing the electronic transfer of sensitive information that has traditionally required slower manual delivery methods. Email encryption is one way we're taking responsibility to protect your personal private information.

## What kinds of information will be encrypted?

Our email encryption service will encrypt email that contains personal sensitive information such as:

- ◆ Personal information, such as social security numbers
- ◆ Financial information, such as Member and credit card numbers
- ◆ Personal Health Information
- ◆ Confidential Tremont CU documents

## How will I get my encrypted messages?

When an employee sends you an email containing private information, then you may receive and encrypted message via the following method:

### **ZixPORT**

You will be asked to click on a link in the email, which will connect you to our secure message center. There you will register a private password to retrieve and reply to your secure messages.

## What if I already use Zix Email Encryption?

If you already use Zix then you are already part of the ZixDirectory, and will automatically receive secure emails in your inbox and be able to send secure emails back to us transparently.

## Won't it be difficult to get my messages?

You will be able to open your encrypted emails in seconds with the confidence that your personal information remains private. Together with our partners at ZixCorp™, we have developed an easy-to-use approach that protects our entire community of interest — our employees, our customers, and our business partners.

## What should I do if I have questions?

If you'd like to know more about our new email encryption system, you can contact [info@tremontcu.org](mailto:info@tremontcu.org)

To learn more about our email encryption system, please go to:

[http://userawareness.zixcorp.com/sites/index.php?b=73a4a1870fcadb88f2fc6e6b9b2b0c71&ty  
pe=2&p=2](http://userawareness.zixcorp.com/sites/index.php?b=73a4a1870fcadb88f2fc6e6b9b2b0c71&type=2&p=2)