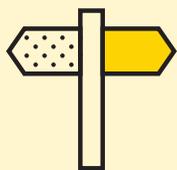




Information Security

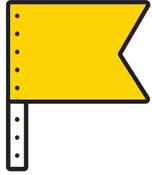
Secure email user guidance





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- 3 Overview
- 4 Creating an account and accessing your first secure email
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- 9 Composing an email
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- 12 Saving and printing an email
- 14 Frequently asked questions



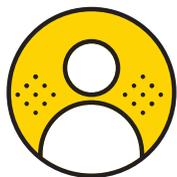
Overview

At Legal & General we take our obligations for data security and confidentiality very seriously. We continually review our processes and are making some small changes to ensure improved security of our shared information. As part of these changes you may receive secure emails requiring extra steps to gain access to the content.

This guide explains the steps required to access secure emails sent by Legal & General through the Legal & General Secure email portal using the secure mailbox delivery method.

Key Points

- 1 All accounts can reply and compose new secure emails.
- 2 Unlimited mailbox size is provided for all accounts.
- 3 All messages can be downloaded and printed.
- 4 All emails will automatically expire after 90 days and will not be recoverable.
- 5 Information on advanced delivery methods can be found within the Advanced User Guide.

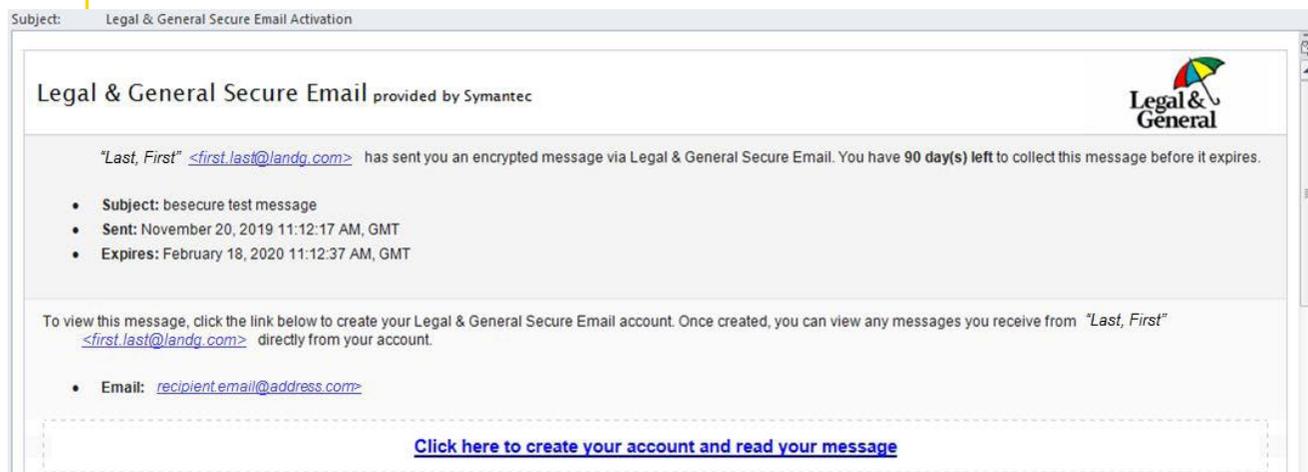


Creating an account and accessing your first secure email

When you receive your first secure email from Legal & General you will need to create a Legal & General Secure email account.

1

Open the email received from Legal & General which contains the subject header:
Legal & General Secure Email Activation



2 Click on the **Activation Link** within the email

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

3 Click **Accept**
You can view more information by clicking on the **Privacy Notice** link.

Privacy Update

Privacy is important. To be transparent about how Legal & General Secure Email operates, our Privacy Notice has been updated with details of how we use cookies to save user preferences. No sensitive information is stored in these cookies. Full details can be found in our Privacy Notice.

To be in line with the GDPR and other Privacy requirements, we require your consent to store these cookies on your computer. If you do not agree, please contact the sender of the message to arrange alternate delivery.

For more information, see our [Privacy Notice](#)

Accept

4 Enter in the required information to create your account:

- **First Name** and **Last Name**
- **Password**

All passwords must be at least 12 characters and a mix of 4 of the following:

- Upper case letters
- Lower case letters
- Special Characters / symbols (e.g. ! @ \$ £ %)
- Numbers

Legal & General Secure Email

Classic UI Help English (United States)

New User Activation
Enter your Registration Information

First Name: Last Name:

Email Address:

Password:

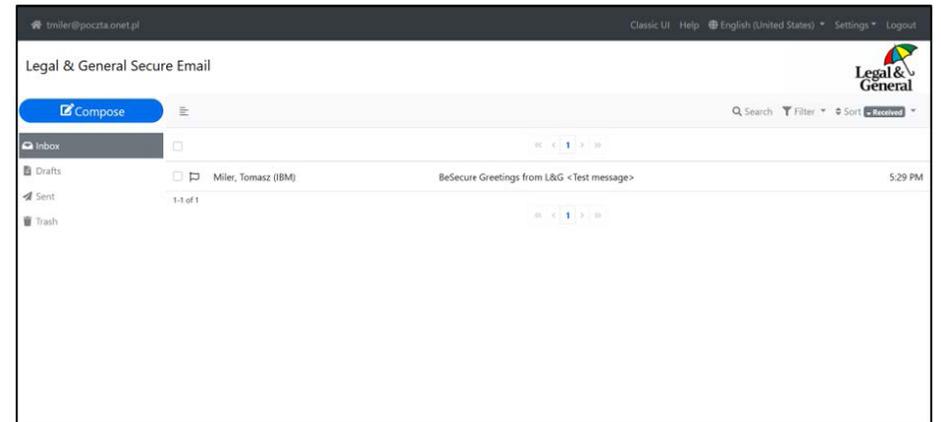
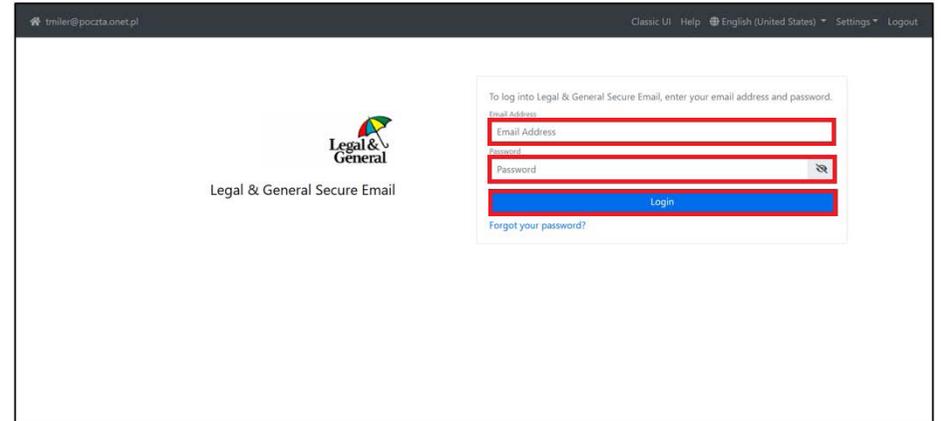
Confirm Password:

5 Click **Activate**

6 Enter in your **email** and **password**

7 Click **Login**

8 You will then be automatically directed to the secure email





Accessing the Web Portal

Once you have created a Legal & General Secure Email account you will be able to log directly into the web portal and access all your secure Legal & General emails.

1 Navigate to: <https://eu.pbe.encryption.symantec.com/login.html?enterprise=legalandgeneral>

2 Enter in your **email address** and **password**

3 Click **Login**

The screenshot shows a web browser window with the URL `tmiler@poczta.one.pl` in the address bar. The page title is "Classic UI" and it includes navigation links for "Help", "English (United States)", "Settings", and "Logout". The main content area features the "Legal & General" logo and the text "Legal & General Secure Email". To the right, there is a login form with the heading "To log into Legal & General Secure Email, enter your email address and password." The form contains two input fields: "Email Address" and "Password", both highlighted with red boxes. Below the fields is a blue "Login" button, also highlighted with a red box. A link for "Forgot your password?" is located at the bottom of the form.



Composing an email

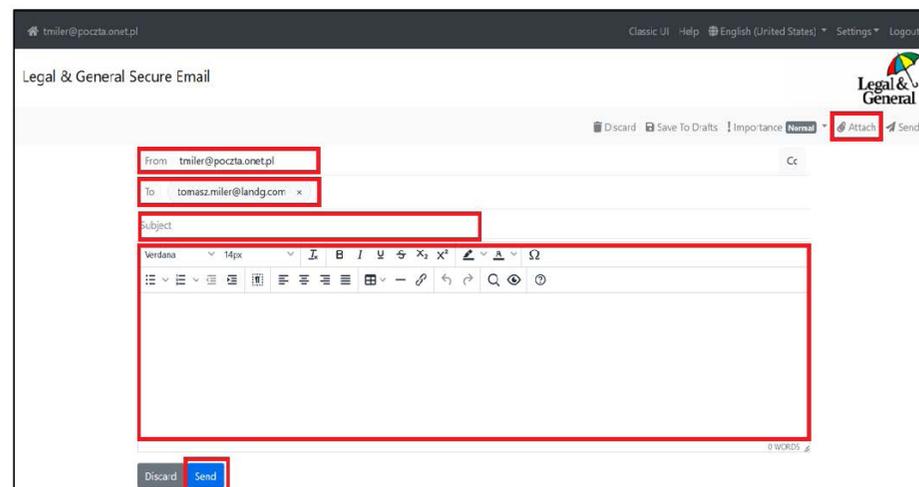
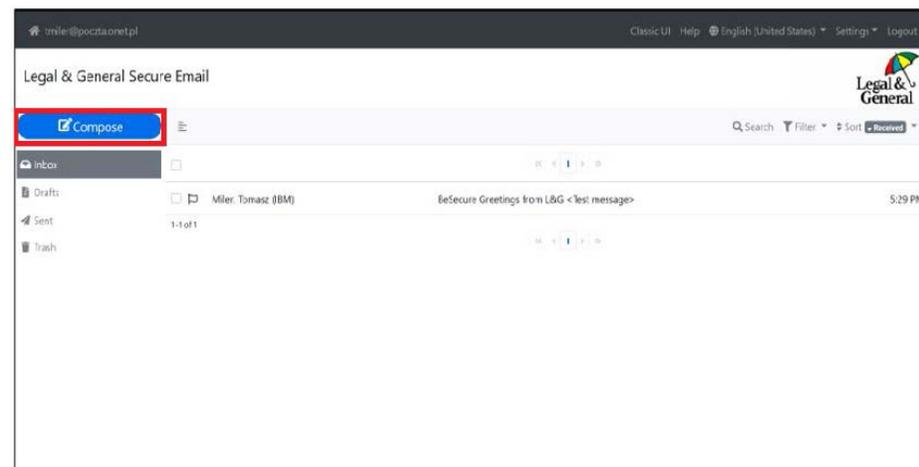
The web portal allows you to compose new secure emails directly to your Legal & General contacts.

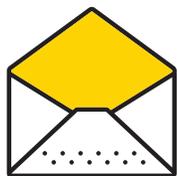
1 On the home page, Click **Compose**

2 Fill in the following as required:

- To / Cc
- Subject
- Attach button
- Your Message field

3 Click **Send**

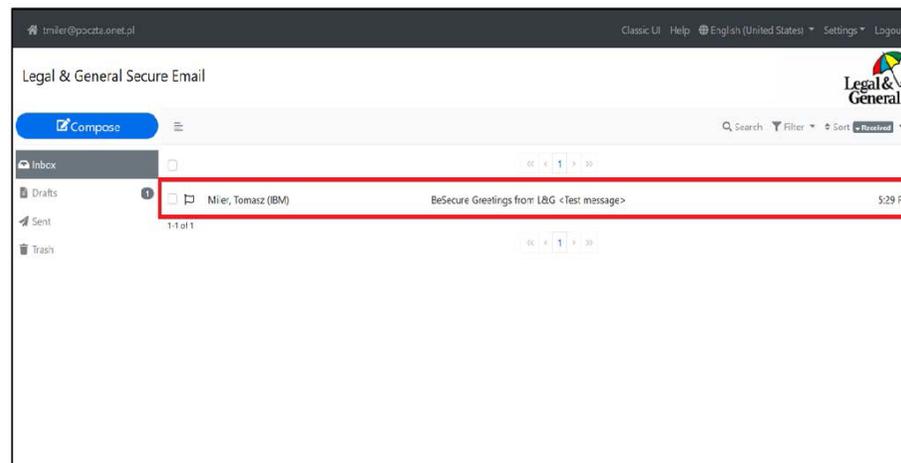




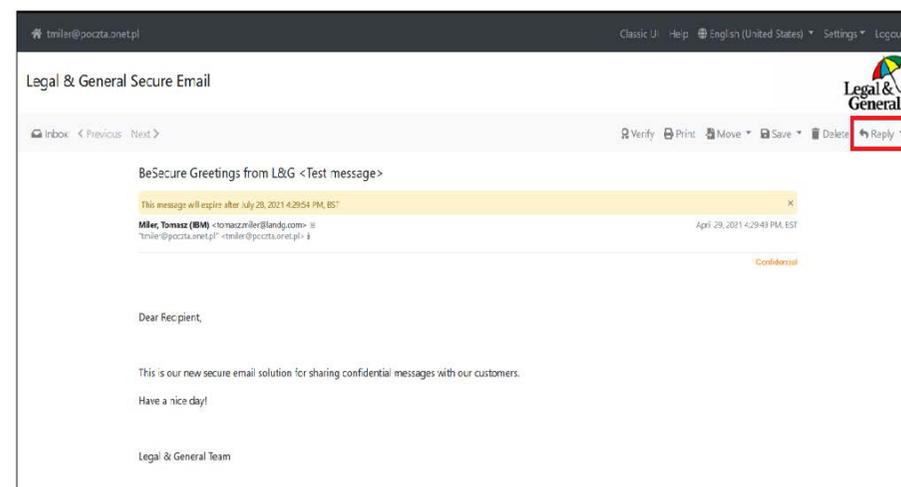
Replying to an email

The web portal provides the ability to reply to all of your received Legal & General emails. This enables a secure two way communication channel with your Legal & General contact.

1 Click on the email that you would like to reply to



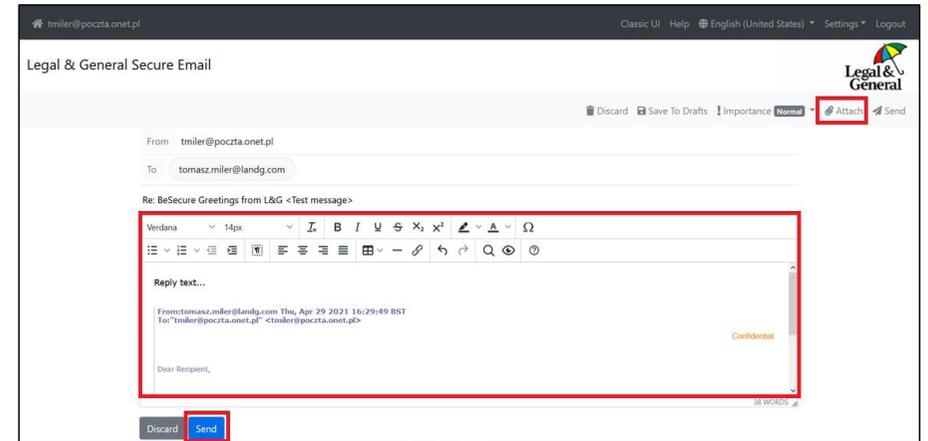
2 Click **Reply**



3 Type in your response within the body of the email

4 If required, you can also add attachments to your response by clicking the **Attach** button

5 Click **Send**



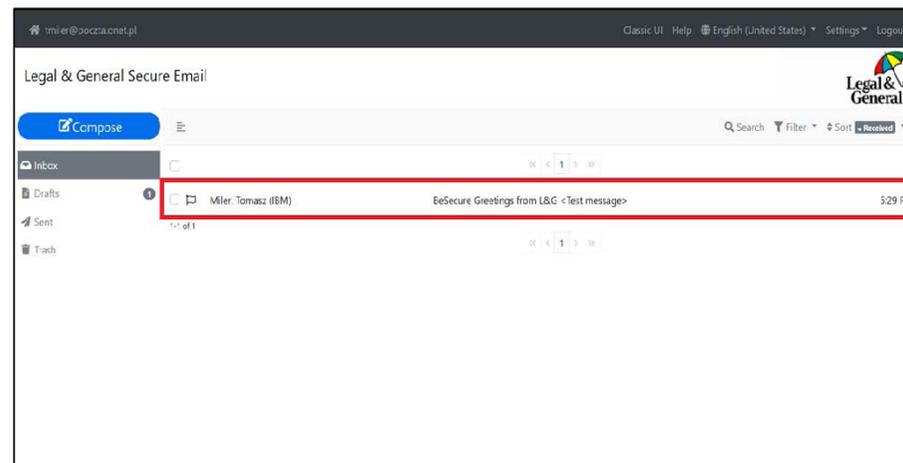


Saving and printing an email

Whenever you need to save a copy of an email, especially if you will still need a copy after the 90 day expiry period, you are provided with two options. The web portal allows you to print a hard copy and also to save an email in multiple formats.

1

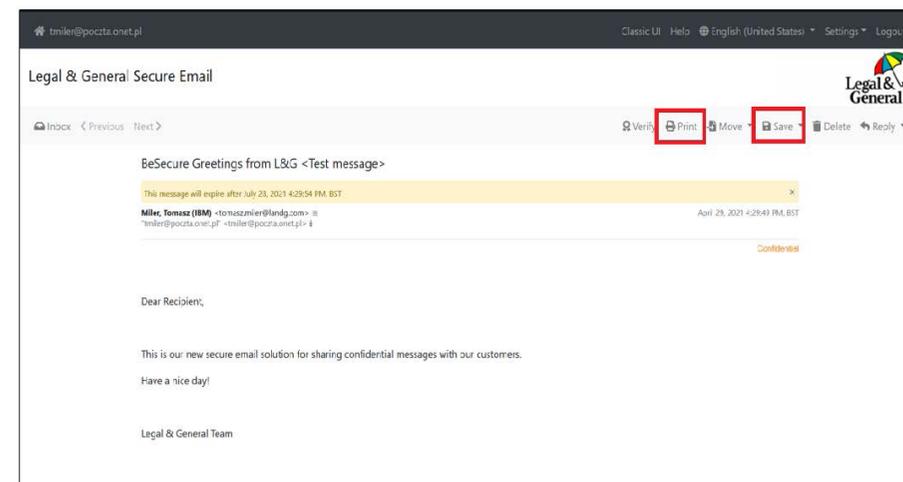
Within your web portal Inbox, click on the email you would like to save



2

Click **Save**

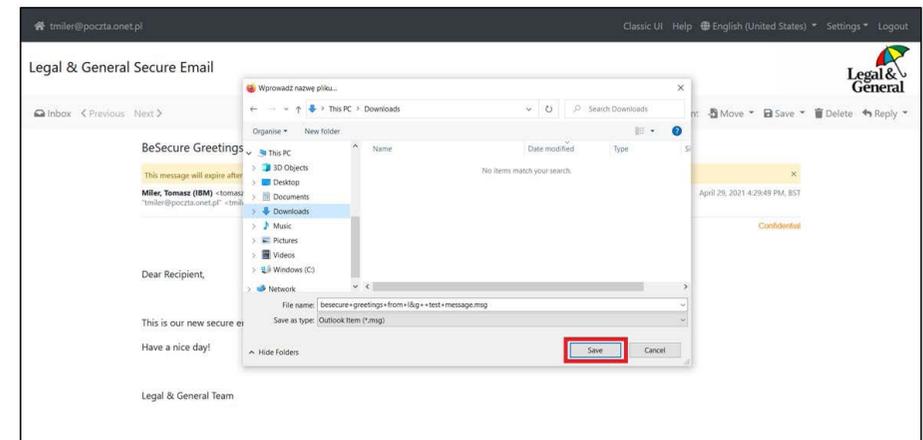
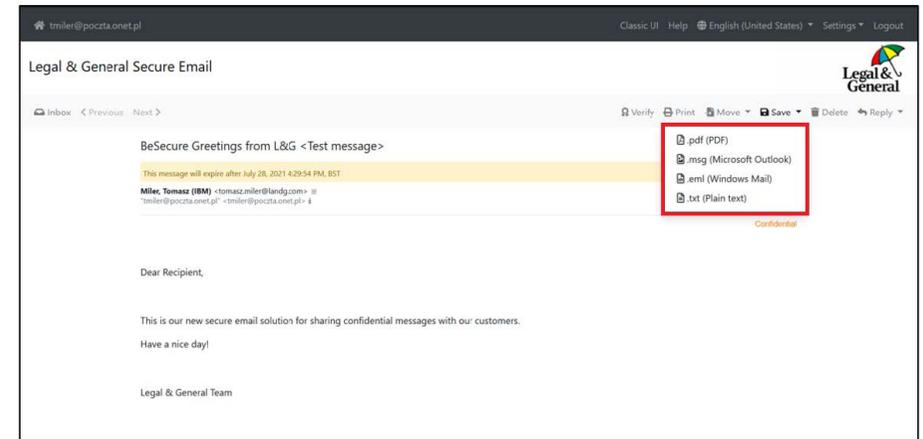
You can also print a copy of the email at this point by clicking on the **Print** button



3 Select the file format of your choice

4 Click **Save**

5 You will then be prompted to save the file to your preferred location





Frequently asked questions

Question	Answer
When replying to emails, can I add in additional email addresses?	You can reply to original recipients including non Legal & General addresses, however you will not be able to add any new recipients.
Who can I send an email to when composing or replying?	This service is restricted to sending emails only to Legal & General and cannot be used for communications with any other parties unless you are replying to an email where there are external parties already on the communication initiated by an L&G party. (See above)
I have forgotten my password, how can I reset it?	Navigate to the portal and click Forgot your Password? Password?. This will take you through a few steps in resetting your password.
I am having issues with using the service, who can I speak to?	If you have any further questions please contact Legal & General Secure Email Technical Helpdesk on 0345 076 3009 and select option 1 then option 2. Alternatively you can speak to your usual Legal & General contact who will be able to provide additional advice.
What happens if I do not view/open an email received via Be Secure?	A secure email has a 90 day limit to be accessed. If you do not open the original link, 45 days later a reminder will be sent. If it is still not viewed a second and final reminder will be sent on day 89. If it is still not viewed, the message gets deleted on day 90.

Legal & General Assurance Society Limited.

Registered in England and Wales No. 00166055.

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Legal & General Assurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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