

SecureMail

Quick Reference Guide

Secure email at HSBC

At HSBC we are committed to upholding the strictest security on the information that we communicate with you. That's why we have made it our policy to encrypt and secure all emails when they contain information that could pose a risk to you or HSBC if intercepted by someone else.

About SecureMail

SecureMail is an email encryption solution provided by Voltage Security Inc., (www.voltage.com), who are a recognised enterprise security company in banking, retail, insurance, energy and government.

SecureMail can be used with any email application and is compatible with desktops, laptops and netbooks. Securing your email this way allows us to communicate with you whilst protecting the information.

There are no cost implications and no requirements to download or install any software. All that is needed is an email account, connection to the internet and a web browser.

Knowing the email is from HSBC

For your peace of mind, we will assign you an image on your first secure email sent to you from your HSBC Relationship Manager or HSBC Representative via SecureMail. This image will always appear in any future emails encrypted by SecureMail so you can be confident the email has been sent by HSBC. If you ever suspect the email is not genuine, check the sender's name in the 'From' field on your email and ring the HSBC representative directly.

Accessing your secure message

When HSBC sends you a secure message encrypted by SecureMail, you will receive an email directly in your inbox with an HTML attachment.

Now follow these instructions:

1. Download and open the HTML attachment called **message_zdm.html** to access the secure message. This will open in a web browser window.
2. Click the **Sign in and Read Message** button that appears on the web page.

3. If this is the first time you receive an email this way, you will be prompted to set up a SecureMail account to register your login credentials. If you have already set up your account, simply enter your password and click **Submit**. Your secure message will be displayed.

You can now read your message and open any attachments.

Setting up a SecureMail account

Setting up an account is easy and does not require any financial or personal information to be entered other than your username and a password of your choice.

To set up a SecureMail account:

1. Ensure you have followed the previous steps 1 - 3. When you are directed to the 'Set up a SecureMail account' screen, check the email address shown; complete the remaining required fields including your password and click **Submit** when you are ready.

Your password must be at least 8 characters long and a combination of letters and numbers.

2. When your details have been submitted successfully, return to your email inbox.
3. Check your email inbox for a **SecureMail Verification** email. This email will contain a link to activate your account.
4. Click the link within the Verification email to activate your account and display your message.

Replying to a message

When your secure message is displayed, you will see a **Reply or Reply to All** button.

Click the **Reply** button to reply to the sender of the original email or click the **Reply to All** to include all copy parties. This will open a new window where you can write your reply. Remember not to include any confidential information in the **email Subject** line to keep your message secure.

For security reasons, you will not be able to forward or add any additional email addresses in your reply. You may copy the information from your secure message and paste into another document or email however, if you send information this way it will not be encrypted unless you use your own encryption solution.

Receiving a copy of your reply message

You will automatically receive a copy of your reply unless you click on the 'Do not send a copy to my inbox' option.

Composing messages in SecureMail

Having received an email and registered for SecureMail, you can opt to compose a new message when signing out of the system. You can also bookmark the Sign In page for future use.

To compose a new secure message, log in via the 'Sign-In' page to create your new message. New emails can only be sent to HSBC representatives who are enabled to use SecureMail. Once the message is complete, click on the 'Send Secure' button. A notification will be displayed once the secure message is sent successfully.

Forgotten or want to reset your password?

On the Sign In screen, click on the **Forgot password and reset password link** under the **Password** input field. You will receive a message in your email inbox with a link to reset your password and re-activate your account.

Reading and replying to messages on Smartphones

SecureMail messages are designed to be read from desktop or laptop computers only. Depending on your phone browser, you may still be able to access the message from your Smartphone however; this is not recommended or supported by HSBC current infrastructure.

Troubleshooting?

If you are having trouble accessing your secure message, try some of the tips below.

Expecting a secure message but haven't received it?

Some email anti-spam filters may block encrypted attachments or file them in your Junk mail. You may need to amend the settings in your email filter to permit such emails.

Pop up blocker or attachment warning

Depending on your web browser settings you may see a warning to block pop-ups/downloads when you click on the HTML attachment. You will need to clear the warning or enable the setting to continue to open the attachment if you trust the sender.

Validate Internet connection

To view the message encrypted by SecureMail you must be connected to the Internet and have access to a web browser. If you are not connected to the Internet you will need to establish the connection. Once the connection is established, try opening the HTML attachment again.

If you do not have access to a web browser or cannot establish an Internet connection, you will not be able to read your secure message.

Help and Support

If you require help accessing your message in SecureMail, click the help link on the upper right hand corner of the screen or visit www.hsbc.com/secureemail

If you are unable to find the information you are looking for on the site above, please contact your HSBC Relationship Manager or HSBC representative that sent you the email.

Issued by HSBC Holdings plc

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Published by Group Information Security Risk,
HSBC Holdings plc,
8 Canada Square, London, United Kingdom E14 5HQ

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