

# North American Moves to New Email Encryption Service

373NB

**Date:** September 16, 2021**Effective:** September 17, 2021

North American uses encryption to help keep sensitive information secure when it is being sent via email. We are excited to announce that effective September 17, 2021, we will transition from the current email encryption service, Zix, to Proofpoint, a top provider within the industry. Messages sent via Zix will no longer be available to open or view after December 14, 2021. There will be no change to the scenarios when the secure email process is utilized, only a change to the vendor.

## What do you need to do?

As of September 17, 2021, the next time you receive a secure email from North American, you may be required to create an account on Proofpoint in order to view and respond to the message. The email message will have a “Click here” link to open a Proofpoint webpage in order to create an account and access the email. If you have previously used Proofpoint, it will not be necessary to create a new account, simply enter your current credentials associated with your account. If you do not remember your password, click “Forgot Password” to reset it.

## New features

Using Proofpoint will likely result in less instances of needing to log-in to access secure emails. When a secure email is sent, Proofpoint will confirm the necessary layers of security on both the recipient and sender side are present. If the proper security is present, the recipient will not need to log-in to view the message. If the proper security is not present, the email will be sent in an encrypted envelope that will require a log-in to view.

This new tool also provides you with an inbox to access all emails sent to your Proofpoint account, allowing you to view multiple messages without needing to log-in for individual emails.

## Field Bulletin

Emails received in your Proofpoint inbox can be replied to and the reply will also be sent as an encrypted, secure email. To initiate a new email that you would like to send securely, continue to utilize your current independent vendor. Any existing forced Tunnel Layer Security (TLS) partnerships between MGAs and North American will remain in place.

### Reminders

Emails should be sent securely in the following scenarios:

- When attaching a document to an email
- When including a client's personal information in an email (ex: social security number, banking information, medical information)

You can also send information to North American securely via the Life Document Upload feature on the website or via fax.

Zix and Proofpoint are independent third-party companies and are not affiliated with North American.

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