

Transitioning to Citi's New Secure Email System



Protecting the information of our business partners, clients and customers is one of Citi's greatest priorities. Citi's Secure Email system is an easy-to-use technology which provides approved solutions for encrypting Citi data when sent externally via email.

On **December 5, 2015**, Citi will be moving to a [new Secure Email](#) solution which will operate similarly to our current product, but will provide enhanced secure features and protections. The existing system will continue to be accessible until **March 5, 2016**, at which time it will be permanently decommissioned.

Depending on which of the four encryption methods a Secure Email recipient has chosen to receive, there will be registration steps required and possible impacts on messages delivered from the outgoing system.

SECURE EMAIL DELIVERY METHODS

- **Secure PDF** creates encrypted PDFs that must be opened with a password. It is the preferred delivery method for Citi Secure Email.
- **Secure Webmail (Web Pull)** delivers secure email to the recipient's account on the Citi Secure Webmail Center.
- **PGP** requires the installation of encryption software based on OpenPGP standards and uses a public/private encryption key pair to provide email encryption
- **S/MIME** uses encryption functionality that is built in to most email clients (such as Microsoft Outlook) to send and receive encrypted email

IMPACT OF CITI'S SECURE EMAIL SYSTEM MIGRATION BY ENCRYPTION TECHNOLOGY:

Secure PDF:

- Your current registered Secure PDF email address and password will be valid in the new system; however, your Password History from the outgoing system will not be transferred to the new system. Note that Secure PDF documents can only be opened with the password used at the time they were first received. Please visit the [Secure PDF Recovery Page](#) to retrieve your Password History from the outgoing system by **March 5, 2016**.

Secure Webmail:

- Your existing Secure Webmail Account ID and Password will no longer be valid on the new system. Your account ID in the new webmail system will be your email address. You should go to the [new Webmail system](#) and create a new password. You may click on "Can't sign in" and you will be asked to enter your email address. Please enter your email address and you will receive instructions via email on how to set up your new Citi Secure Webmail password. Alternatively, you may ask your Citi contact to send you an encrypted test email and then you can follow included instructions to create a password for the new Citi Secure Webmail system.
- Your new Citi Secure Webmail password has new security requirements
 - a) A minimum of 8 characters (maximum 64 characters)
 - b) At least one numeric character
 - c) At least one lowercase character
 - d) At least one uppercase character
 - e) At least one special character (e.g., !, &, %, \$, #, ?) [NEW REQUIREMENT]
 - f) Should not duplicate your email address
- The outgoing Citi Secure Webmail System will be decommissioned on **March 5, 2016** (90 days after the new system is goes live). Please visit the outgoing system to save your archives before it is decommissioned. All email messages in the outgoing Citi Webmail environment will be permanently deleted on **March 5, 2016**.

PGP:

- Please obtain a copy of your public PGP key in the .asc format. If you are using a gateway product, such as PGP Universal, you will need to contact your local IT support to get your public key for the system.
- You will be receiving an email invitation from citi.securemail@citi.com which contains the URL link of our new system. Please follow the instructions included in the invitation to upload your public key to the new system.
- In the future, all PGP messages sent from a Citi agent to you will have their corresponding public key as an attachment. You may choose to upload the public PGP key of your Citi counterpart to your own system. This will allow you to send PGP message(s) to your Citi counterpart(s).
- The new system will automatically send you an upload invitation when your public PGP key is approaching its expiration date. It is essential to upload a new public key before your key expires to ensure secure PGP communications with Citi continue smoothly.

S/MIME:

- You will be receiving an email invitation from citi.securemail@citi.com which contains the URL link of our new system. Please follow the instructions included in the invitation to upload your public key to the new system.
- In the future, all S/MIME messages sent from a Citi agent to you will have their corresponding public key as an attachment. You may choose to upload the public S/MIME certificate of your Citi counterpart to your own system. This will allow you to send S/MIME message(s) to your Citi counterpart(s).
- The new system will automatically send you an upload invitation when your public S/MIME certificate is approaching its expiration date. It is essential to upload a new public certificate before your key expires to ensure secure S/MIME communications with Citi continue uninterrupted.

IMPORTANT CONSIDERATIONS FOR ALL SECURE EMAIL RECIPIENTS:

1. **Check Adobe Reader version.** To read messages from the new Secure Email system, you will need Adobe Reader 9.0 or higher. Please ensure your Adobe version is up to date.
2. **Verify Safe Senders list.** New Secure Emails will be sent from the following email address: citi.securemail@citi.com. Please ensure you add this email address to your safe senders list. Note: do not reply to this email address. For any questions about or issues with Secure Email, contact secure.emailhelp@citi.com.
3. **Set Preferred Language.** The new system allows you to set your preferred language for the future system notifications. Emails from Citi will be delivered in all supported languages until you choose a preferred language.

HELP IN USING CITI SECURE EMAIL**For External Secure Email Recipients:**

Phone: 866-535-2504 (inside U.S.) or +001-904-954-6181

Email: <mailto:secure.emailhelp@citi.com> (email responded to within 24 hours)

Online: <http://www.citigroup.com/citi/contact.html>

