

PUBLIC



**Secure Mail (Egress Switch)
Frequently Asked Questions (FAQs) for
Non-Bank Users**



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PUBLIC

Secure Mail ('Switch') FAQs

Contents

Q1. What is Secure Mail (or 'Switch')?..... 3

Q2. How does Switch work?..... 3

Q3. What is a 'secure package'?..... 3

Q4. What does Secure Mail/Switch mean for you as an external recipient? 3

Q5. Where do I go if I encounter problems with Switch? 3

Q6. Is there a financial cost for using Switch? 3

Q7. Do I need to install any software to use Switch? 3

Q8. Can I send a Secure Mail to my EBRD contact..... 4

Q9. What do I do if I already have a secure mail service/extranet in my organisation? 4

Q10. How can I find out more about Switch? 4

Secure Mail ('Switch') FAQs

Q1. What is Secure Mail (or 'Switch')?

EBRD recognises the importance of protecting sensitive information and the increasing threats to that information. Secure Mail works by securing emails and attachments when they leave the Bank's infrastructure and travel across the Internet to an external recipient. This helps to provide assurance to both the Bank and the external recipient that emails cannot be read by an unauthorised person.

The Bank has implemented a service for sending sensitive Bank information securely via email. This service is known as 'Switch' and is provided by a company called Egress Software Technologies Ltd.

Q2. How does Switch work?

The Switch service automatically secures emails (and any attachments) that are sent to recipients outside the Bank.

The Switch service includes a secure Internet-facing portal which you, the external recipient, can then access using a standard web browser to read secure emails sent to you by the EBRD.

Q3. What is a 'secure package'?

Simply, a 'secure package' is just a generic term used by the Egress Switch software for a secure email.

Q4. What does Secure Mail/Switch mean for you as an external recipient?

You will receive an email notification advising that you have been sent a secure email. By following the link in the notification you will be taken through a short, one-time registration, after which you will be able to see the email you have sent in a secure environment. Further guidance is available on-line at www.ebrd.com/switch.

Q5. Where do I go if I encounter problems with Switch?

The Switch service is provided by a company called Egress Software Technologies Ltd. As part of the support they provide to the Bank, they will manage all external user accounts and external user enquiries. Any support questions relating to a user account or any technical issues must be directed to Egress via www.egress.com/support. Further on-line guidance can be accessed by going to www.ebrd.com/switch.

Q6. Is there a financial cost for using Switch?

No! There is no financial cost to you when communicating with EBRD using Switch.

Q7. Do I need to install any software to use Switch?

No! You can access the Switch service using a normal web browser.

Egress do however provide additional Switch software apps for Android, Windows Phone, iPhone and BlackBerry devices that you may download and use. Further information is available via www.egress.com/downloads.

Secure Mail ('Switch') FAQs

Q8. Can I send a Secure Mail to my EBRD contact

Yes. The Switch solution works like any other email service in that you can create, send and reply to emails. All that needs to be done in order to use the Switch solution is to register when you are first sent a secure email; thereafter you can log-in to the Switch portal and initiate secure email exchanges and of course reply to any messages sent to you.

Q9. What do I do if I already have a secure mail service/extranet in my organisation?

EBRD's preference is to use the Switch solution for the exchange of sensitive information with external recipients. However, if you are already using a secure mail service with EBRD then please feel free to continue to use this service.

Q10. How can I find out more about Switch?

Further information is available on the Egress web site via www.egress.com/support.

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