



## MESSAGING INFORMATION

May 13, 2015

**1. Secure email:** Our email service provides a method to send electronic messages securely to anyone via the internet. Secure messages are processed and stored for recipient viewing on a secure site for **30 days**. You can quickly and privately send sensitive documents and other important information to your customer via email, thereby reducing your reliance on courier services. To send a secure message, in the subject line type in the word **Secure:** Trustmont will utilize this method to return your principal-signed new account forms to you. If you have any questions on sending or receiving secure email, please let me know.

2. a. Your **Trustmont-approved email address** is the only email account that is being archived through our service provider, and therefore, that email address is the only account that can be used for email communications associated with your securities business. You will be asked to certify at least annually that you are complying with this requirement. Please do not email Trustmont personnel with a gmail, hotmail, yahoo, etc. mail account.

b. Should you receive a securities business-related email through another email account (one not approved by Trustmont), the proper response is through your Trustmont-approved email address asking that further communications be directed through your Trustmont-approved email address. If the original message is not retained in the body of the email, please forward the original message to your Trustmont-approved email address. This will ensure proper archiving.

c. Not only are registered persons required to have their email communications monitored and archived, any **non-registered person** in your office that uses email to communicate with customers, potential customers, Trustmont personnel, etc. **must be utilizing a Trustmont-approved email address**. Please let us know if you have non-registered persons that fit the description above.

3. Should you wish to hold out to the public an email address on letterhead, business cards, advertising, etc., you must publish your **Trustmont-approved email address** if the correspondence is associated with securities business. For example: if a registered person has a Trustmont Group.com email address for securities business and a separate email address for a DBA, the **Trustmont Group.com email address** is the only address that can be held out to the public **for securities advertising**.

4. The Compliance Department is required to monitor and review the email that is captured in our archiving system. Needless to say, that is a massive amount of email to process. You can help us by unsubscribing to all email services that you are no longer utilizing. Please note: you should have **no expectation of privacy** in anything you create or receive in your Trustmont-approved email account. All emails are subject to review by FINRA, the SEC, and Trustmont compliance personnel.