

Registered Envelope Service User Guide

This simple guide provides you with step-by-step instructions on how to enrol, activate and use our new Registered Envelope Service.

What is our Registered Envelope Service?

Our Registered Envelope Service is a secure email service designed to increase security and provide an improved communication experience for our clients.

Why use Registered Envelopes?

Identity theft is one of the fastest growing 'cyber crimes' in the world today. What's more, with the vast number of emails being sent every day, there's more chance of them being intercepted or read by the wrong person.

By using our Registered Envelope Service, you can send and receive personal and financial information safe in the knowledge it will remain confidential and can only be accessed by the correct person.

The Registered Envelope Service will be used as a key part of the day-to-day management of your relationship with us.

It will be used for:

- Sending you documentation such as statements, advices, valuations, fact finds, investment proposals, corporate actions
- Communicating confidential information to you

Although the Registered Envelope is a secure email method, we will not accept instructions regarding your account through this service, as we still need to verify your identity. For day-to-day banking queries please contact us on 0845 054 4000 or +44 (0)1534 885 000 8am to 8pm (UK time), Monday to Friday.

Who do I call if I have any issues with the Registered Envelope Service?

If you have any issues with account activation, password resets or require technical support please call Client Support for Cisco Registered Envelope Service on **+44 (0)808 101 2225** 8am to 5pm (UK time), Monday to Friday or email support@res.cisco.com.

A step-by-step guide to Enrolling, Activating and Using the Registered Envelope Service

The first time you receive a Registered Envelope you will need to register for a complimentary account. You can then use your password to open any future Registered Envelopes.

Enrol

- When you receive a registered envelope notification message you need to open the securedoc.html file attachment to view the registered envelope. You then need to open the file in a web browser such as Microsoft Internet Explorer or Mozilla Firefox
- The registered envelope is then displayed (fig. 01)

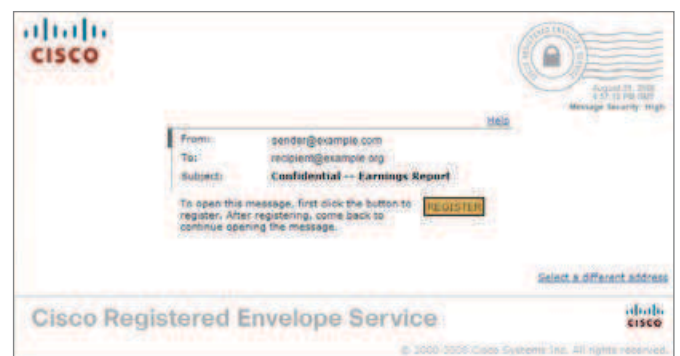


fig. 01

- Click the register button and the New User Registration page will be displayed (fig. 02)
- Complete the online registration form and click the Register button at the bottom of the page. There is no charge to enrol or use the service

fig. 02

Activate

- You will receive a second email asking you to activate your requested email account
- Open the email and click on the link to activate your account (fig. 03)

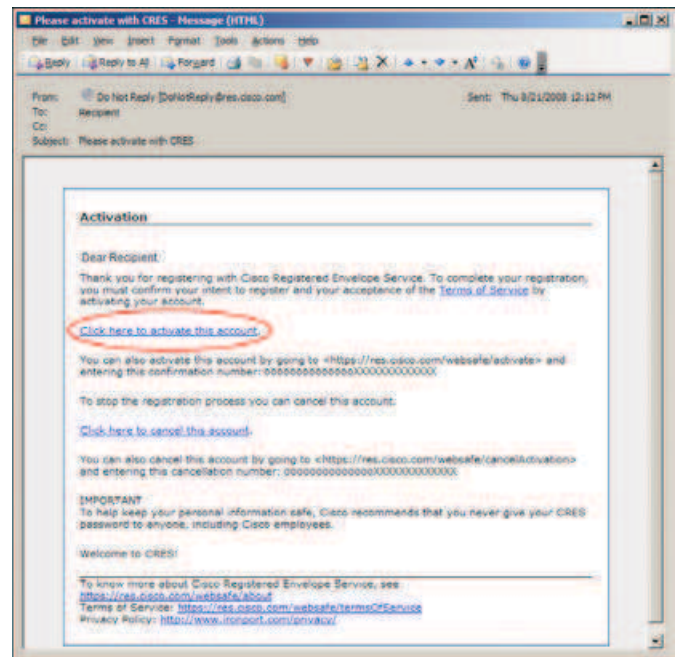


fig. 03

Use

- Go back to the original registered email notification message and open the securedoc.html file as before
- The Registered Envelope will appear again. Simply enter your password and click Open (fig. 04). The decrypted message will be displayed in the browser window. This is how to read all Registered Envelopes that you receive (fig. 05)
- You can then bookmark the link to your favourites to make it easier when sending future emails
- To respond to our emails securely you will need to reply using the Registered Envelope service



fig. 04



fig. 05

Call 0845 054 4000†

Overseas call +44 (0)1534 885 000†

Email info@santanderpb.je

Visit www.santanderpb.je

† Lines open 8am to 8pm, UK time, Mon to Fri. Calls may be recorded or monitored.

Santander Private Banking is the registered business name of Abbey National International Limited which is regulated by the Jersey Financial Services Commission to carry on deposit-taking business under the Banking Business (Jersey) Law 1991, and investment business and general insurance mediation business under the Financial Services (Jersey) Law 1998. The latest audited accounts are available on request. Abbey National International Limited is a wholly owned subsidiary of Santander UK plc and is incorporated in Jersey with its principal place of business at 19 - 21 Commercial Street, St Helier, Jersey JE2 3RU, Channel Islands. www.santanderpb.je. Telephone +44 (0)1534 885 000. Calls may be recorded or monitored. Santander and the flame logo are registered trademarks. All accounts are opened and maintained in Jersey and therefore are not covered by the Financial Services Compensation Scheme established under the UK Financial Services and Markets Act 2000. Abbey National International Limited is a participant in the Jersey Banking Depositor Compensation Scheme. The Scheme offers protection for eligible deposits of up to £50,000 per depositor. The Scheme will pay the first £5,000 of a claim within seven working days and the balance within three months of receiving a valid claim. The maximum total amount of compensation payable by the Scheme is capped at £100,000,000 in any 5 year period. Full details of the Scheme and banking groups covered are available on the States of Jersey website or on request. This Scheme only applies to cash deposits.