



Wealth
Management



Support for RBC Secure Email

For assistance viewing RBC Secure Email, registering or creating a password, please contact Cisco's 24/7 support at:

Support via Live Chat:

<https://res.cisco.com/websafe/help?topic=ContactSupport>

Support via Email:

support@res.cisco.com

For all other questions, please contact your RBC Wealth Management team.

RBC Secure Email: Helping to protect and secure your personal and financial information

At RBC Wealth Management, we are committed to safeguarding your sensitive personal and financial information at all times. That's why we have special safeguards in place to protect you whenever we are sharing that information with you using email.

Securing your most sensitive financial documents during email delivery

RBC's email security is now provided by Cisco. This Secure Email service allows you and others outside of RBC to safely receive (and reply to) encrypted email messages, including attachments, from RBC employees.

To learn more about this important service, please visit <https://www.rbc.com/secure-email/index.html>.

How RBC Secure Email works

RBC Secure Email employs the Cisco Registered Envelope Service (CRES) to protect outbound email with encryption. This solution is integrated into the Cisco email infrastructure which manages all inbound and outbound email across RBC.

Email sent using RBC Secure Email is evaluated by CRES to determine how to best protect the email with encryption for each destination email address. Specifically:

- If the destination email domain supports secure communication via Transport Layer Security (TLS), CRES will deliver the email protected with encryption via this internet standard encryption. This means you will not require a password to view the contents of the email message.
- If the destination email domain does not support secure communication, or if a TLS connection cannot be established, CRES will use message encryption to protect the email. In this case, you must complete a one-time registration process and create a password. Once the password is created, it can be used to open all secure emails from RBC going forward.

How do I know that email I receive from RBC was protected during its journey to me?

In both situations, email you receive from RBC will contain "RBC Secure Email" in the subject line, indicating that the email was protected with encryption during delivery.

What is message encryption and how does it work?

Message encryption is used by CRES when the destination email domain does not support secure communication via TLS. CRES generates an encryption key specific to the email message. The email message is encrypted with that key and the encrypted message is attached to an RBC Secure Email notification. The notification email contains the same subject line as the original message prefixed with "RBC Secure Email" and is delivered to the recipient(s) provided in the original email.

Learn more about how RBC Wealth Management is working to protect you

Working together, we can overcome the criminal efforts of cyber scammers and fraudsters. We encourage you to learn more about protecting yourself by visiting <https://www.rbc.com/cyber-security/>.

To learn more about our commitment to protecting your privacy, visit <https://www.rbc.com/privacysecurity/ca/index.html>.



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