

## Keeping electronic information safe

### Encrypted email

North American’s email encryption product is Zix. This email protection makes it seamless for you to receive, read, and reply to all encrypted email communication we send you.

If you are already a ZixCorp customer receiving secure emails from another company, you will need to create a separate username and password for the North American portal.

If you are not currently a ZixCorp customer, you can wait until you receive a confidential email from our company through the Secure Message Center. Use this first message to set up your Zix account. Please visit the online documentation for instructions for setting up email encryption through Zix.

Questions? Contact the Zix support team.

### Why is secure communication important?

Agents provide much needed financial protection for clients. It’s important to make sure delivering that protection is safe and secure as well.

- North American uses ZixCorp to send emails securely, and agents can also use this system. Emails sent to clients need to be protected if they contain sensitive or private information.
- Emails containing any information (forms, Social Security numbers, policy numbers, etc.) that could be used to help a hacker gain access to your client’s personal information should be sent via secure email.
- Agents can log into the ZixCorp system to send a secure email to their client. The client will need to create a ZixCorp account to view it, but this is a simple process similar to most online log-in pages clients encounter in their day-to-day lives.

ZixCorp is not affiliated with North American.

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### Secure document upload

North American makes it easy for you to upload documents with personal information on our website: [NorthAmericanCompany.com](http://NorthAmericanCompany.com).

Under the My Business tab, click “Document Upload” and follow the prompts.

