

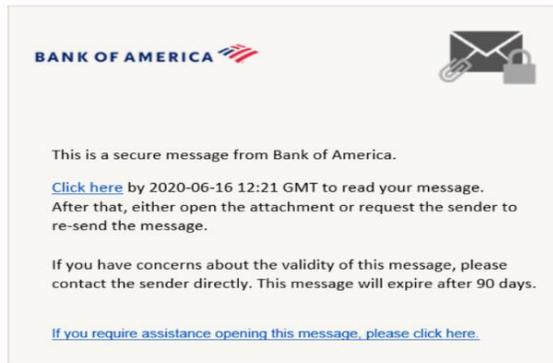
Secure Messaging

Registering with the bank's secure email service offers a solution that is more compatible with today's technologies while maintaining robust security.

Prerequisite: You **must** register and create an account to utilize secure messaging. To register, you will need to access a secure message that was sent to you.

Registering with Secure Messaging

Open a secure message using the "click here" link, or by opening the secure attachment.



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Manually enter information in each field in the resulting screen (Do not copy/paste). Once all fields are complete, use the **Click here** link to generate a Proofpoint Encryption Registration email to your email address. Use the code included in that email to fill in the **Validation Code** field.

Click **Continue** to open the secure message.

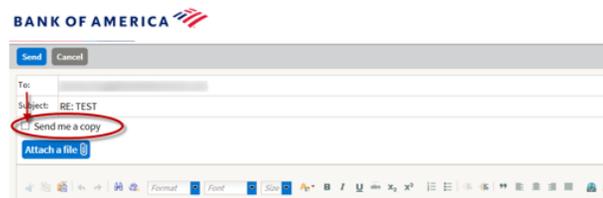
Replying to a Secure Message

After you open a secure message, click **Reply** to send a Secure Reply message back to the original sender. When available, clicking **Reply All** sends a Secure Reply message to the sender and other recipients on the original email. Additional recipients **CANNOT** be added to the secure message.



To receive a copy of your reply message, check the **Send me a copy** option. Depending on your email application, receiving a copy may be blocked.

To add an attachment using a computer (*not available for Mobile Devices*), click **Attach a File** and follow the prompts. Once your reply is composed, click **Send**.



Initiating a new Secure Message to Bank of America

Important: To initiate a secure message to Bank of America, you **must** be registered with the bank's secure messaging product, Proofpoint Encryption. If not already registered, you will need to register by opening a secure message sent to you.

Go to <https://secmail.bankofamerica.com/compose> (save to Favorites). Fill in your **Email Address**, click **Continue**.

Enter your **Password** and click **Continue**. Compose your message and click **Send**. The message displays your email has been sent successfully. Click **New Message** to compose another secure message or click **Logout**.

Important: For security reasons, registering, authenticating, and composing secure messages with Proofpoint Encryption must be completed in the same browser and on the same system, within a 30-minute period.

For documentation and business hours, please visit <http://securemsg.bankofamerica.com/pe.html>. For additional assistance please contact SendSecure.Support@bankofamerica.com. Our goal is to respond within 24 business hours.