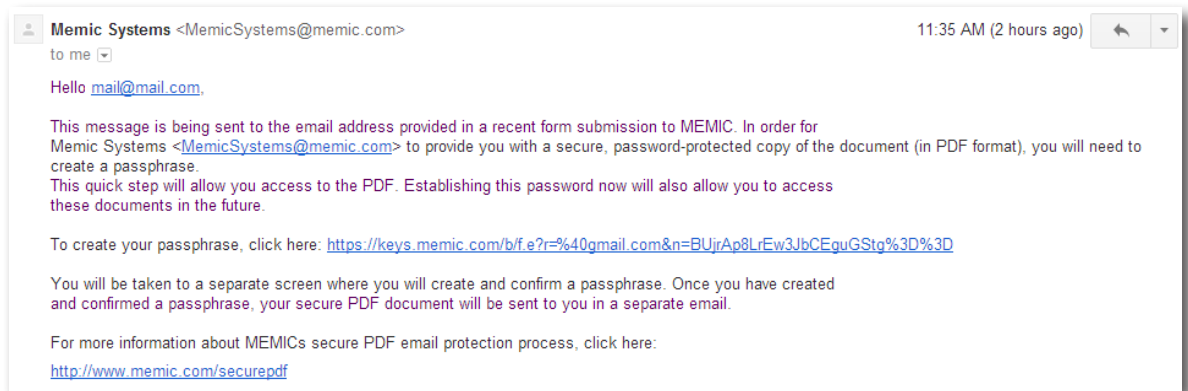


EMAIL PROTECTION SYSTEM SETUP GUIDE

To protect the electronic sending of Confidential Information, MEMIC uses a passphrase-protected system from Symantec™ for encrypting and sending First Report of Injury files to our policyholders and their employees. This guide provides instructions to create a passphrase to access the Symantec email protection system and download your files.

Notification Email with Unique URL

Once a First Report of Injury has been processed, a notification email will be sent to any and all email addresses provided on the First Report of Injury submission. The sender will show as "MEMIC Systems." Please note, email formatting may vary depending on your email system. The email message includes a unique URL which is associated to the email address recipient. Clicking the link will launch your web browser and direct you to the Symantec™ Email Protection System.



Create a Passphrase

If a passphrase for the associated email has not been set, or it has been three or more months since you last accessed the system, you will be prompted to create a new one. Enter and confirm a passphrase and click the **continue** button.

A screenshot of the MEMIC Symantec PDF Email Protection passphrase creation screen. The header features the MEMIC logo and the Symantec logo. The main heading is "Symantec PDF Email Protection". The text below the heading states: "Since this is the first time you've received a PDF Email Protection message, you need to establish a passphrase that will allow you to access these messages in the future." Below this, there are recommendations for protecting the passphrase:

- Use at least 6 characters for your passphrase.
- Use non-alphabetic characters such as numbers or punctuation marks.
- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

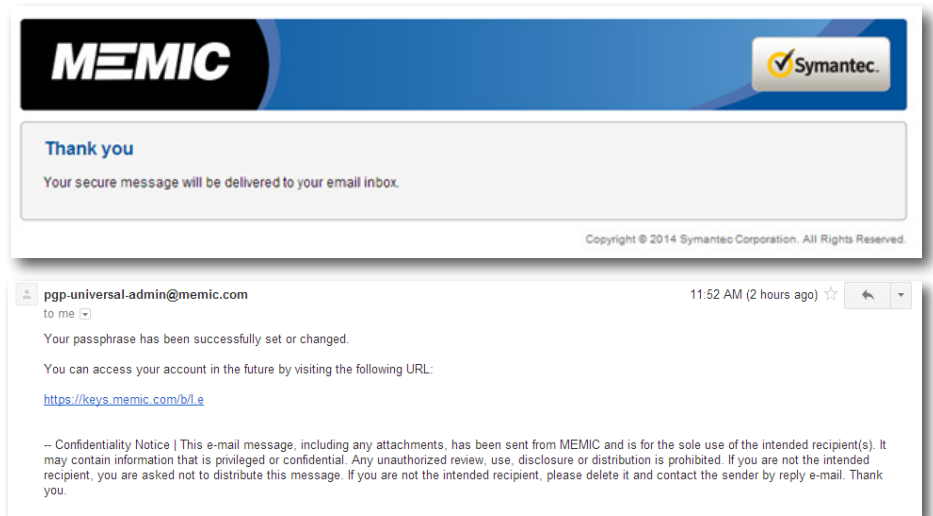
At the bottom, there are two input fields: "Passphrase:" and "Confirm:". A "Continue" button is located at the bottom right of the form.

EMAIL PROTECTION SYSTEM SETUP GUIDE

p 2

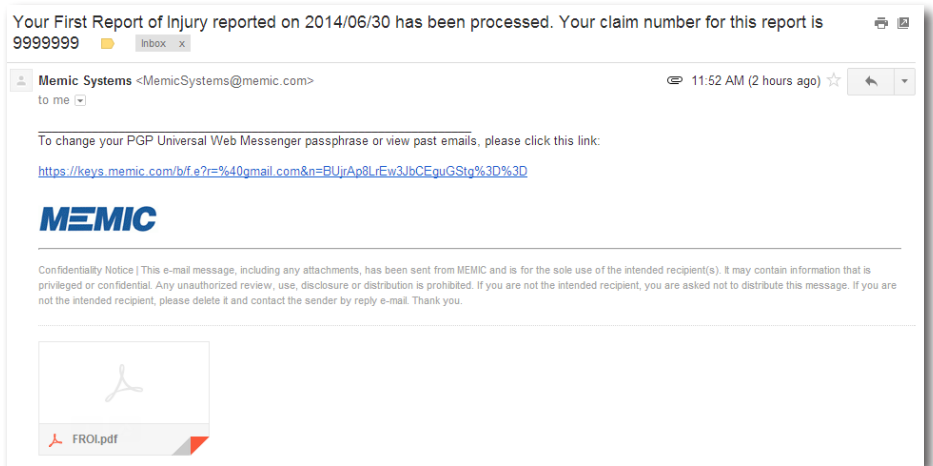
Verification Messages

Upon successfully creating your passphrase, you will see the following verification message. You will receive another verification in your email in-box.



Download PDF

Once you have successfully created your passphrase, you will receive another email from MEMIC systems with your First Report of Injury report as a PDF attachment.



Questions?

For help, please contact XXXX.