

For brokers and producers only

Date: October 1, 2020

Market: All

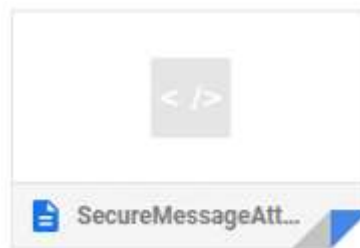
New Registration Process for Secure Email Begins October 12

Starting October 12, when you receive a secure email from a CareFirst associate, you will be prompted to complete a one-time registration to access secure email—even if you're already a registered user.

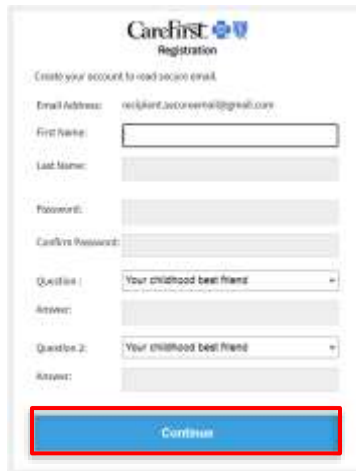
The new process will eliminate the need for our associates to serve as a go-between for you and secure emails—making it easier to communicate and work together.

How to complete the one-time registration

- 1.) When you receive a secure email, you'll either press the "Click here" link or open the secure email attachment "SecureMessageAtt.html".



- 2.) Whether you're a registered or unregistered user, you'll be prompted to register. Please note, your username will default to the email address where you receive secure emails.
- 3.) After entering your information, click "Continue" to open the secure email.

The image shows a registration form for Carefirst. At the top, the Carefirst logo is displayed with the word "Registration" below it. Underneath, the text "Create your account to read secure email" is visible. The form contains several input fields: "Email Address" with the value "recipient.account@gmail.com", "First Name", "Last Name", "Password", and "Confirm Password". There are two security questions, both with the dropdown menu set to "Your childhood best friend". Each question has an "Answer:" field below it. At the bottom of the form, there is a blue "Continue" button with a red border.

After registering, you'll be able to access all secure emails with your registered email address and new password, including secure emails received prior to October 11. You'll also be able to manage password updates directly through the secure email. If you forget your password, just click "Forgot Password" and follow the prompts to create a new one.

For more information

For questions or additional details, please contact your broker sales representative.