

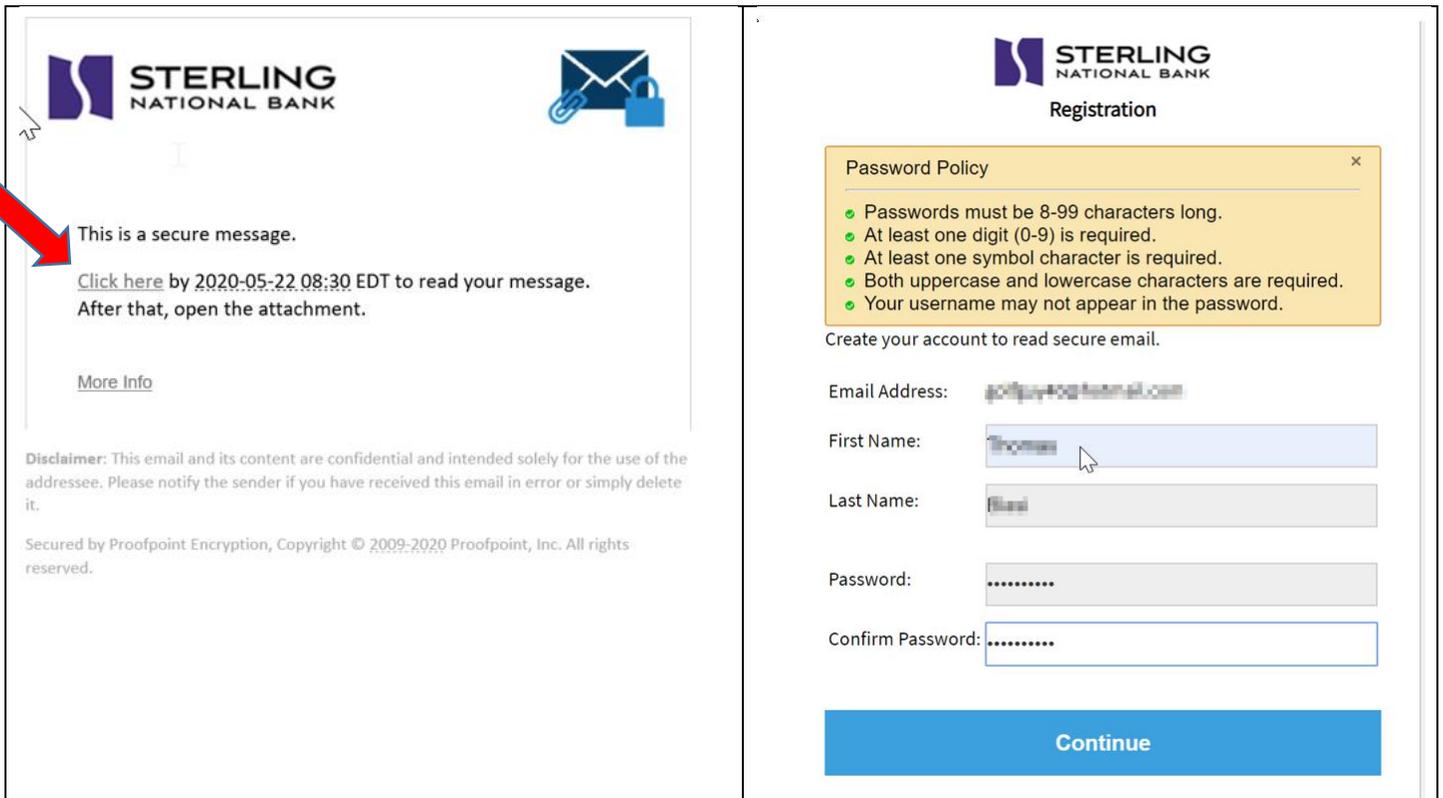
Sterling National Bank Secure Email Portal Instructions

To ensure the confidentiality of our client's personal information, Sterling National Bank has implemented a Secure Email Portal using the Proofpoint Encryption secure email system.

How to Retrieve a Secure Email

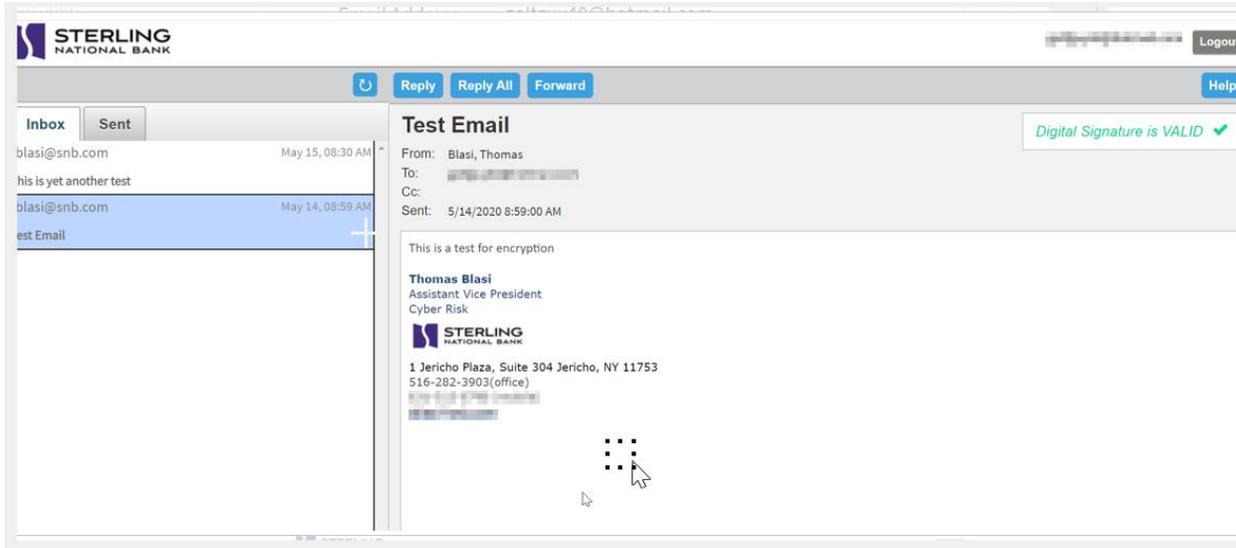
When you are sent an email that contains information or attachments which contain Personally Identifiable Information (PII), the email will be secured by Proofpoint Encryption. The below instructions outline the procedure for registering and logging into the secure email portal to retrieve the email.

1. Instead of receiving the actual email, you will receive an email notification similar to the one in the image below on the left. Open the attachment (named SecureMessageAtt.htm) or click the 'Click here' link. This will bring you to the Secure Email Portal registration page (shown on the right below). Enter your name, create a password, and click 'Continue'.



The image shows two side-by-side screenshots. The left screenshot is an email notification from Sterling National Bank. It features the bank's logo and a lock icon. The text reads: "This is a secure message. Click here by 2020-05-22 08:30 EDT to read your message. After that, open the attachment." A red arrow points to the "Click here" link. Below the main text is a "More Info" link and a disclaimer. The right screenshot is the "Registration" page of the Secure Email Portal. It also features the Sterling National Bank logo. A yellow "Password Policy" box is visible, listing requirements: 8-99 characters long, at least one digit (0-9), at least one symbol character, both uppercase and lowercase characters, and the username may not appear in the password. Below the policy box, it says "Create your account to read secure email." and provides input fields for "Email Address" (pre-filled with @stn.com), "First Name" (pre-filled with Thomas), "Last Name" (pre-filled with Blue), "Password" (masked with dots), and "Confirm Password" (masked with dots). A blue "Continue" button is at the bottom.

2. Upon completing the registration process, you will be logged in to the Secure Email Portal and the secured email will be displayed. You can view the message and perform actions such as downloading/opening attachments, replying, and forwarding.

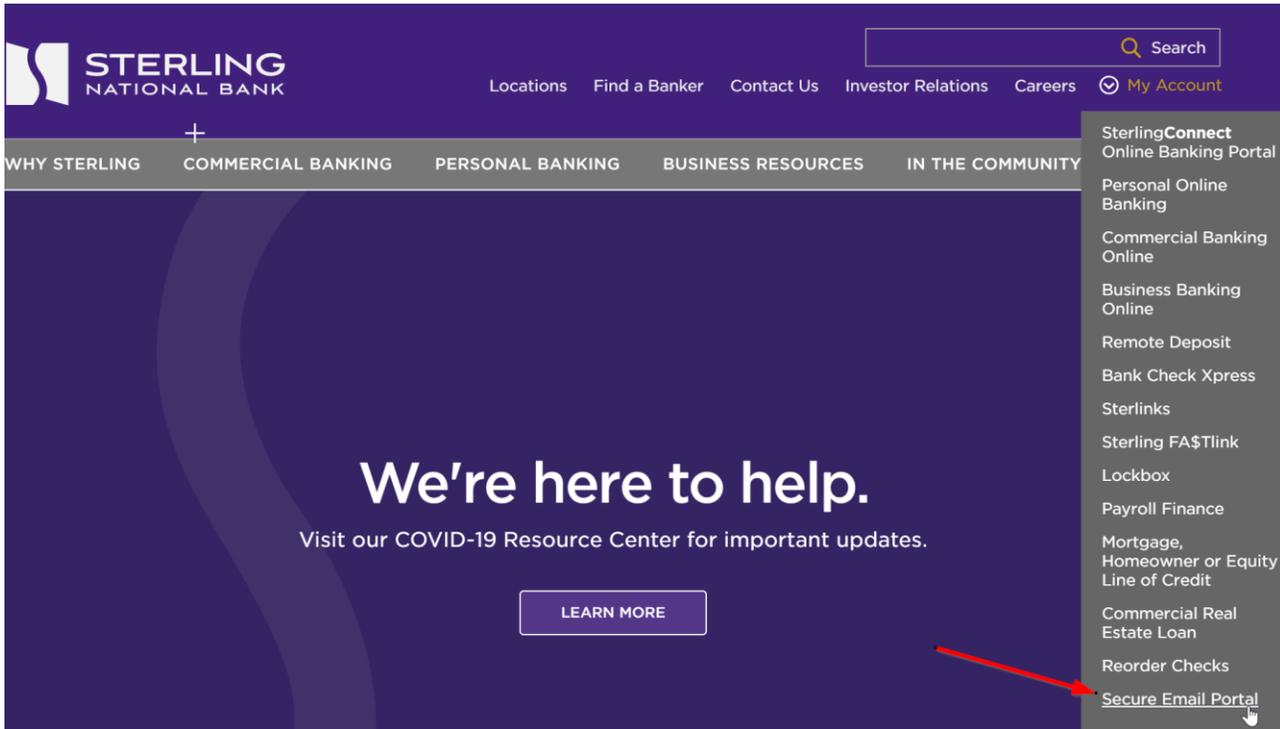


3. When you are done, click the 'Logout' button and the system will indicate that you have been logged out. For security purposes, you should close the browser window or tab.

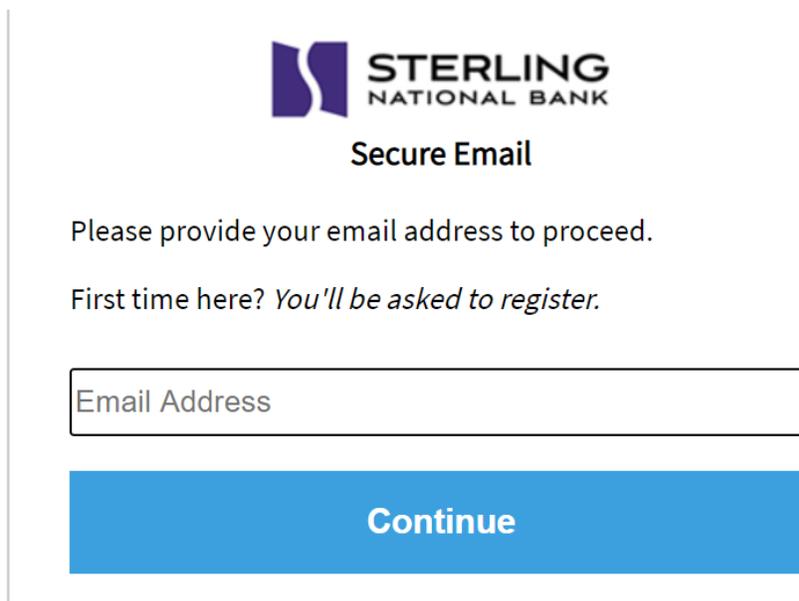
How to Send a Secure Email to Sterling

If you have not yet received a secure email from a Sterling colleague and would like to send one, follow the steps below to create a secure email portal account and send a new message.

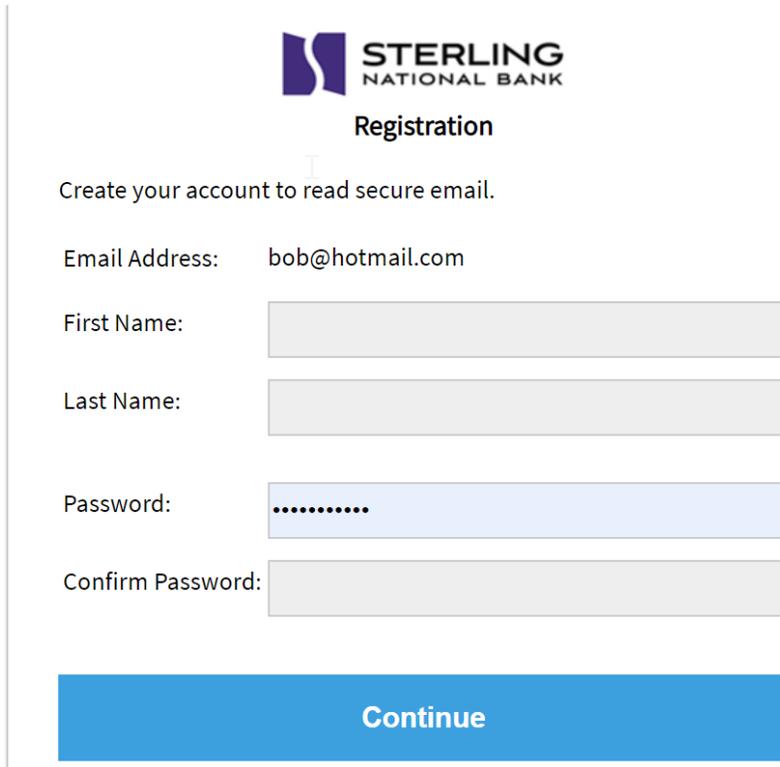
1. Go to www.snb.com and select the 'Secure Email Portal' link from the 'My Account' menu.



2. Enter your email address and click 'Continue'.

A screenshot of the "Secure Email" registration form. At the top is the Sterling National Bank logo. Below the logo is the heading "Secure Email". The text reads: "Please provide your email address to proceed." and "First time here? You'll be asked to register." There is a text input field labeled "Email Address" and a blue "Continue" button below it.

3. You will be prompted to register. Enter your name, create a password, and click 'Continue' to register.



The screenshot shows the Sterling National Bank registration interface. At the top is the bank's logo and the word "Registration". Below this is the instruction "Create your account to read secure email." The form contains the following fields: "Email Address" with the value "bob@hotmail.com", "First Name" (empty), "Last Name" (empty), "Password" (masked with dots), and "Confirm Password" (empty). A blue "Continue" button is positioned at the bottom of the form.

4. Upon clicking 'Continue', you will see a notification that an activation request has been sent to your email address. The email will be from no-reply@snb.com. If you do not see the email in your inbox, be sure to check your spam/junk folder.

5. Click the activation link in the email and you will be presented with a confirmation screen confirming that your account has been activated. Click 'Continue' and you will be brought to the secure email composition page where you can compose and send your message.