**Re: Emails and security**

Dear

I am writing to you as a valued client to let you know that we are implementing a secure email system called StayPrivate. StayPrivate ensures that important emails are kept secure, allowing us to communicate safely and privately with you via email.

You will continue to receive emails from us in the usual fashion. However, if an email contains personal or sensitive information, we will send it via StayPrivate. The email will still arrive in your usual email account, but to access its content you will need to click on the secure link and set your own four-digit PIN.

This will take you straight to your own secure area within StayPrivate, where you can read, download, and reply to emails. You will also find a convenient history of all previous secure emails you have sent or received. There is no need to download any software or set any complicated passwords, but for extra convenience, you can download the StayPrivate app onto your mobile device – available free on from both Apple and Google app stores.

With the continued increase in cybercrime and the growing importance of online privacy and security, we are committed to ensuring the safety of your personal data. We believe that implementing StayPrivate is an important step in enabling us to keep your information safe whilst continuing to provide you with the same excellent level of customer service.

If you have any queries, please do not hesitate to contact to us. I hope you will have a great experience with StayPrivate and will agree this is a significant positive step.

Your sincerely,