





# Secure Email External Recipient Guide



## 1. Receiving a Secure Email

Travelers protects sensitive information sent by email by encrypting its content. Follow these steps to access your message.

Select the **Click here** link in the body of the email or you can open the attachment.



This is a secure message to protect your sensitive information.

**Click here** to read your message before 2025-04-10 20:25 EDT. After then, you will need to use the attachment below to access your message.

If you have questions related to the contents of this secure message, please directly contact your Travelers representative or the original sender of this email.

If you need help accessing this secure email, please review this [user guide](#).

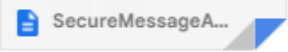

[Help Page](#)

**Disclaimer:** This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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**One attachment** • Scanned by Gmail ⓘ







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The attachment opens. Then click on the “Click to read message” button.

**TRAVELERS** 



[Click to read message](#)

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[Help Page](#)

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## 2. Create a Secure Email Account or Log In:

A prompt will appear asking you to register for a new account. Fill in the fields and click the **Continue button** to complete the registration process.

**TRAVELERS** 

Registration

Create your account to read your Travelers secure email. If you require further assistance, please send an email to [TravelersSecureMailHelp@travelers.com](mailto:TravelersSecureMailHelp@travelers.com).

Email Address:

First Name:

Last Name:

Password:

Confirm Password:


[Continue](#)



# Secure Email External Recipient Guide



If you have previously registered for an account, a prompt for the password will appear. Enter your password and click the **Continue** button.



**Login**

Log in to read your secure message.

Email Address

Password

[Click here if you have forgotten your password or wish to initiate a password change.](#)

Security [What is this?](#)

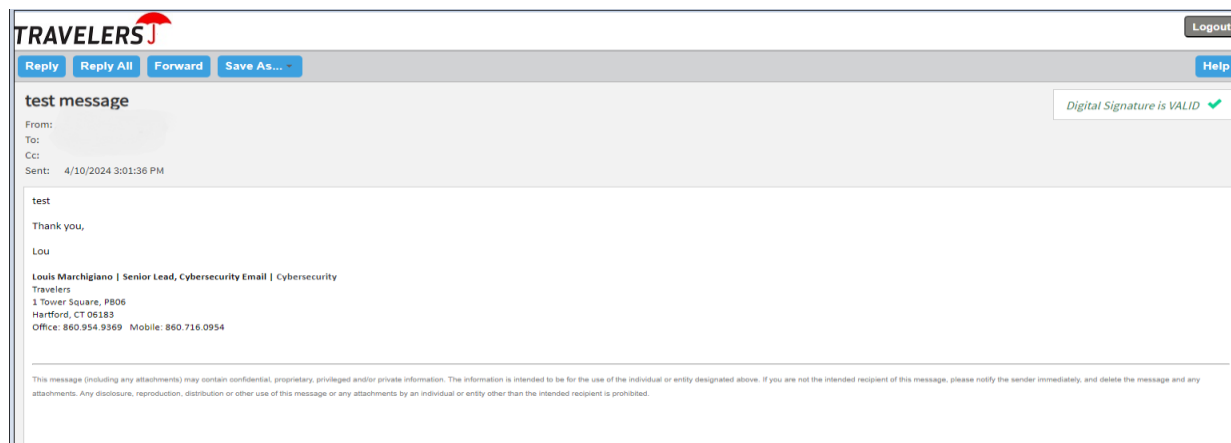
This is a public or shared computer

This is a private computer

**Continue**

### 3. Responding to a Secure Email

Respond to the message by clicking “Reply, Reply to All, Forward, or Save As.” If you have questions related to the contents of this secure message, please reach out to your Travelers representative or the **original sender** of the email.



### 4. Need Help

If you are having trouble with either registering or logging in to the secure portal to access your secure message, please send an email to [TravelersSecureMailHelp@travelers.com](mailto:TravelersSecureMailHelp@travelers.com).