



PennGlobal

AN INTEGRITY II COMPANY

MIMECAST EMAIL FILTERING

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As we continue to make progress on our Information Security initiatives across Integrity Marketing Group, I would like to update you on one of the components that we have recently rolled out to your office as part of our integration process - Mimecast Email Filtering.

What is Email Filtering?

Email filtering is used to reduce spam, prevent most malicious file attachments, and deter phishing emails from reaching your inbox.

Mimecast is a leading Email Filtering solution. We have implemented Mimecast Email Filtering for Multistate Insurance as we have for all other business units.

What emails are protected by Email Filtering?

- Outbound Emails - We have enabled Mimecast email filtering on all the emails that we are sending out. Please note that emails between internal Integrity email addresses are not subject to filtering and pass through Office 365 only.
- Inbound Emails - Every inbound email now goes through Mimecast Email filtering, which blocks emails that it considers spam, phishing, malware/virus or coming from a known malicious parties list, etc. Please maintain vigilance, as spammers continue to figure out new attack vectors and may still be able to pass the odd message through!



How does it impact me?

In an ideal world, there should not be any impact to any users. Users will be able to continue to send and receive emails as before. However, Mimecast takes time to learn our email behaviors and we may have to continue to monitor and tweak email filtering settings so that it is not over-blocking or letting too many bad emails go through.

If you have messages held, you will periodically receive a Messages Held email notification. This email will contain a list of held emails with action links to release, block, or release & permit the sender again in the future (malicious attachments would still be blocked). More information about these held message emails can be found here:

<https://community.mimecast.com/docs/DOC-1724>

Action Message Delivery Future Messages

RELEASE

Releases the message from the Hold Queue, and delivers it to your Inbox. Messages from this sender are still subject to your Administrator's policies, so they may be sent to the Hold Queue.

BLOCK

Removes the message from the Hold Queue, but doesn't deliver the message to your Inbox. Messages from this sender are blocked, rejected, and won't be delivered to your Inbox.

PERMIT

Releases the message from the Hold Queue, and delivers it to your Inbox. Messages from this sender bypass all spam checks, and are delivered to your Inbox, provided they passes virus scanning, content, and attachment policies.



How do I request support?

Send an email to mimecast_support@integritymarketing.com to reach our IT staff that manages our Mimecast environment. They will be able to check Mimecast logs and assist you with your queries on your emails.

Please Note: No email filtering solution is perfect. It's very important that you continue to use good judgement when you receive an email with attachments or suggesting you click a link: do you know the sender? Were you expecting the file? Is the link legitimate?



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