



Top 5 E-Security Human Errors that Can Cause Pain for Investors

By RPost

2021





Presented by: Zafar Khan

RPost

Hand crafted in California, served to the world.





Organizations worldwide have relied upon RPost's award-winning e-sign and e-security services for two decades. And, they continue to discover the art-of-the-possible with our SMART solutions, adding more users, enabling more operations, finding more ways to digitize with our continuous innovations.



Humanizing E-Security

Why Important?

Security Risk (Risk of a Loss):

- Information sent to a recipient, even if protected in transmission, if exposed (publicly or used by cyberthieves), can provide the nefarious clues as to how to attack you.
- Cybersleuths are much more sophisticated and patient, but generally email is the initial vector of attack. Cybersleuths will look for clues as to who to monitor and attack at the right time.
- Humans make mistakes, weight convenience over security.



#1 Forgetfulness

‘Oops’, I missed that security training session

“ Email encryption tools have been available for a long time, but have only been adopted by about 40% of organizations.

...The workflow is often very poor, meaning open rates of encrypted emails are historically low.

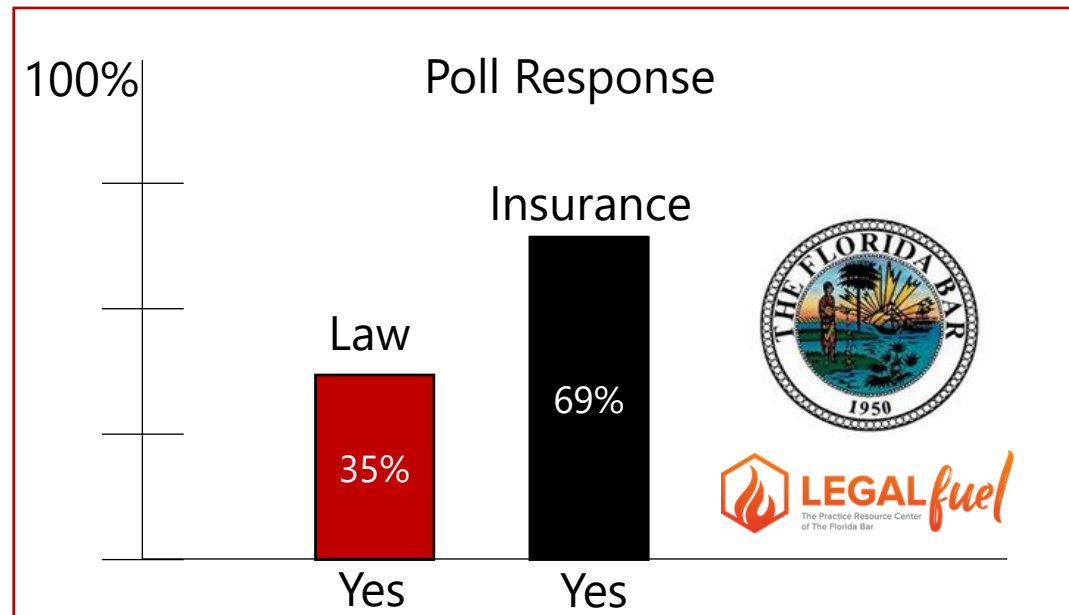
” **Gartner**®

Those that have good email encryption need to be reminded to use it. Better if they can be auto-trained or automatically influenced to use it when important.

#1 Forgetfulness

‘Oops’ I missed that security training

“ After sending an email, have you ever wished you sent it encrypted (securely)? ”



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“ RPost is a world leader in certified email; best reputation, trust, security.

— Certicamara Colombia

David Kummers
Commercial and New Product Director

Source: “Top 5 E-Security Human Errors that Can Cause Pain for Legal Professionals,” Florida Bar LegalFuel Webinar for Law Professionals poll, October 20, 2021.

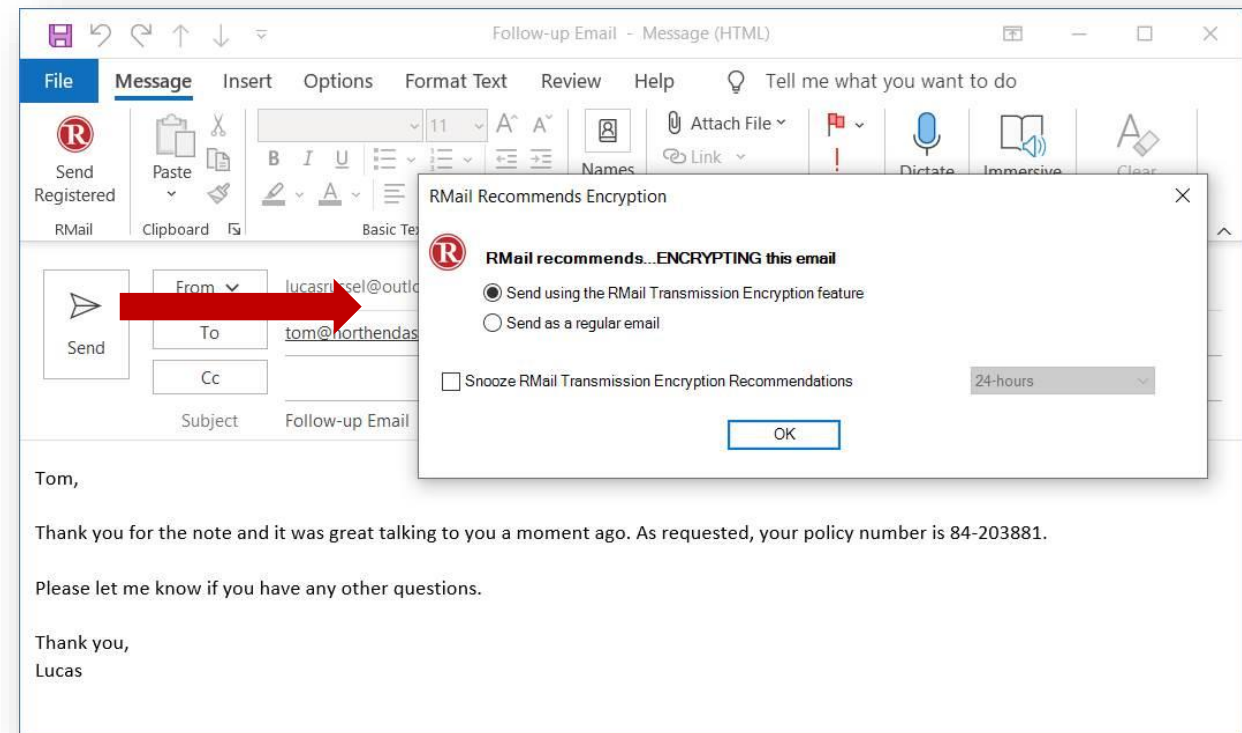


RMail: AI-Infused E-Security

RMail Recommends™

In-the-moment e-security training that automatically sensitizes users of their need to treat certain messages differently; and encrypting if so.

Auto-adapts to users over time.



"Integrated solutions go beyond simply blocking...and provide in-line prompts to users that can help reinforce security awareness training." **Gartner**

RMail® High Open Rate

Simple for recipient = happy sender

The screenshot shows an email header with a blue bar containing the RMail logo, 'REGISTERED EMAIL™', and 'ENCRYPTED TRANSMISSION'. Below the header, the email body contains the following text: 'You have received an encrypted email from Mark Smith. To reply to this message encrypted, please [click here.](#)', 'Jim,', 'Please note the changes to your policy.', 'Sincerely,', 'Mark', and 'Insurance Agency'. At the bottom left, it says 'RPOST® PATENTED'. Two red boxes highlight the 'ENCRYPTED TRANSMISSION' header and the 'click here.' link. Red arrows point from these boxes to two yellow-highlighted 'Benefit:' sections below the email body.

Benefit:
Adds confidence for receiver. Receiver knows private.

Benefit:
Encrypted reply & file upload.

- ✓ **Familiar** user experience of normal email
- ✓ **Simple** without any log-ins or accounts for recipient
- ✓ Recipient has **option** to reply encrypted

#2 Mis-Addressing Sensitive Info

(Those email addresses sure looked the same...ugh!)

“ ...Outbound data loss, especially accidental data loss (misdirected emails) is increasingly a concern. Indeed, human error remains the most common reason for email data breaches.

...Compliance and privacy concerns...can include reputation damage from careless distribution of intellectual property.

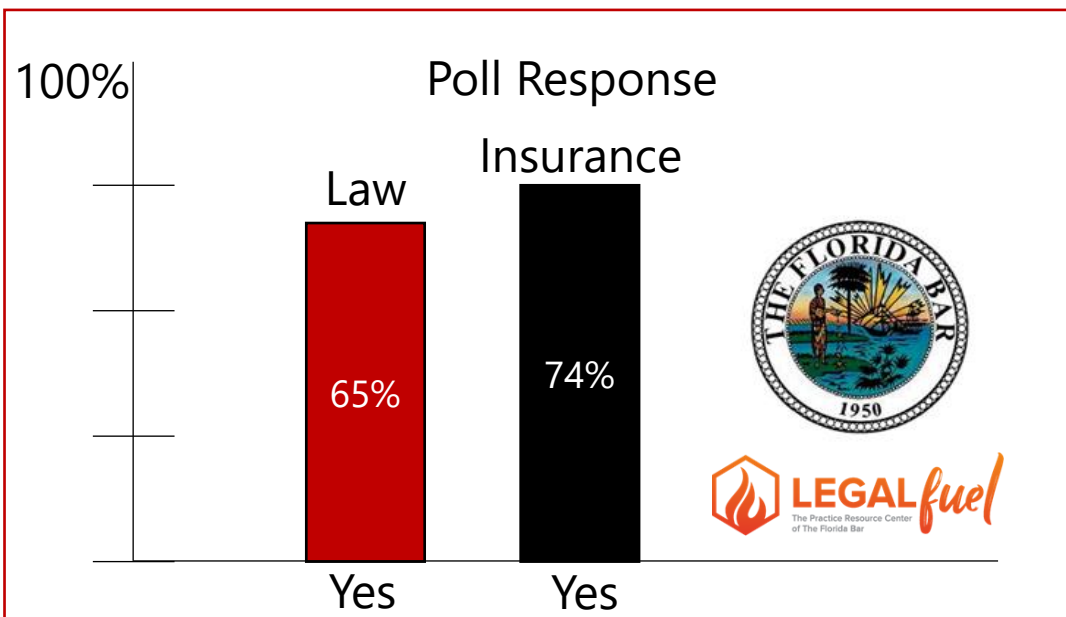

...Solutions that use machine learning (ML) to analyze communication patterns...are also being used to detect potentially misdirected emails.”

Gartner[®]

#2 Mis-Addressing

(That address sure looked the same!)

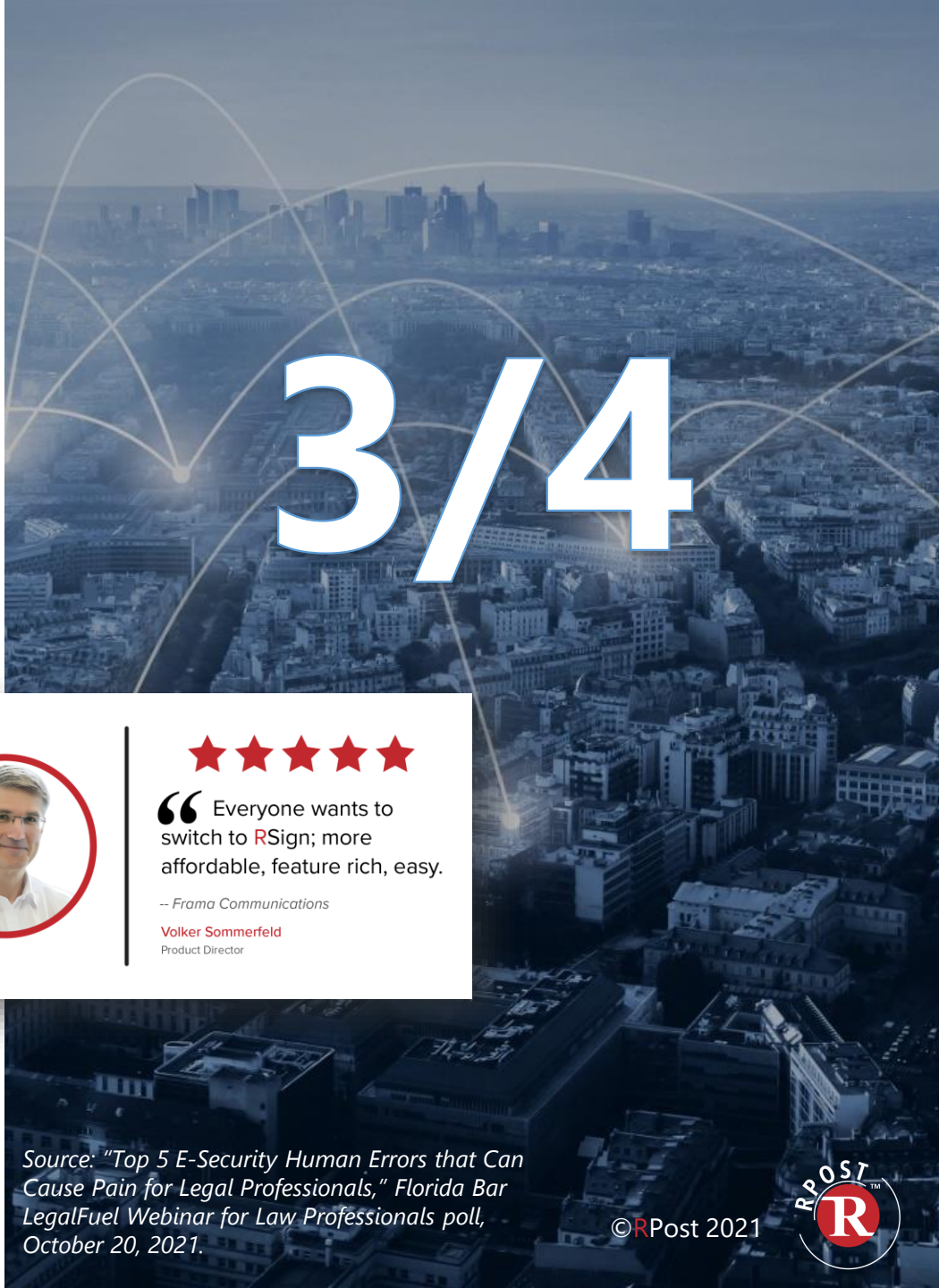
“ Have you mis-addressed important email?
(Sent to the wrong person accidentally.) ”

★★★★★

“ Everyone wants to switch to RSign; more affordable, feature rich, easy.”

-- Frama Communications
Volker Sommerfeld
Product Director



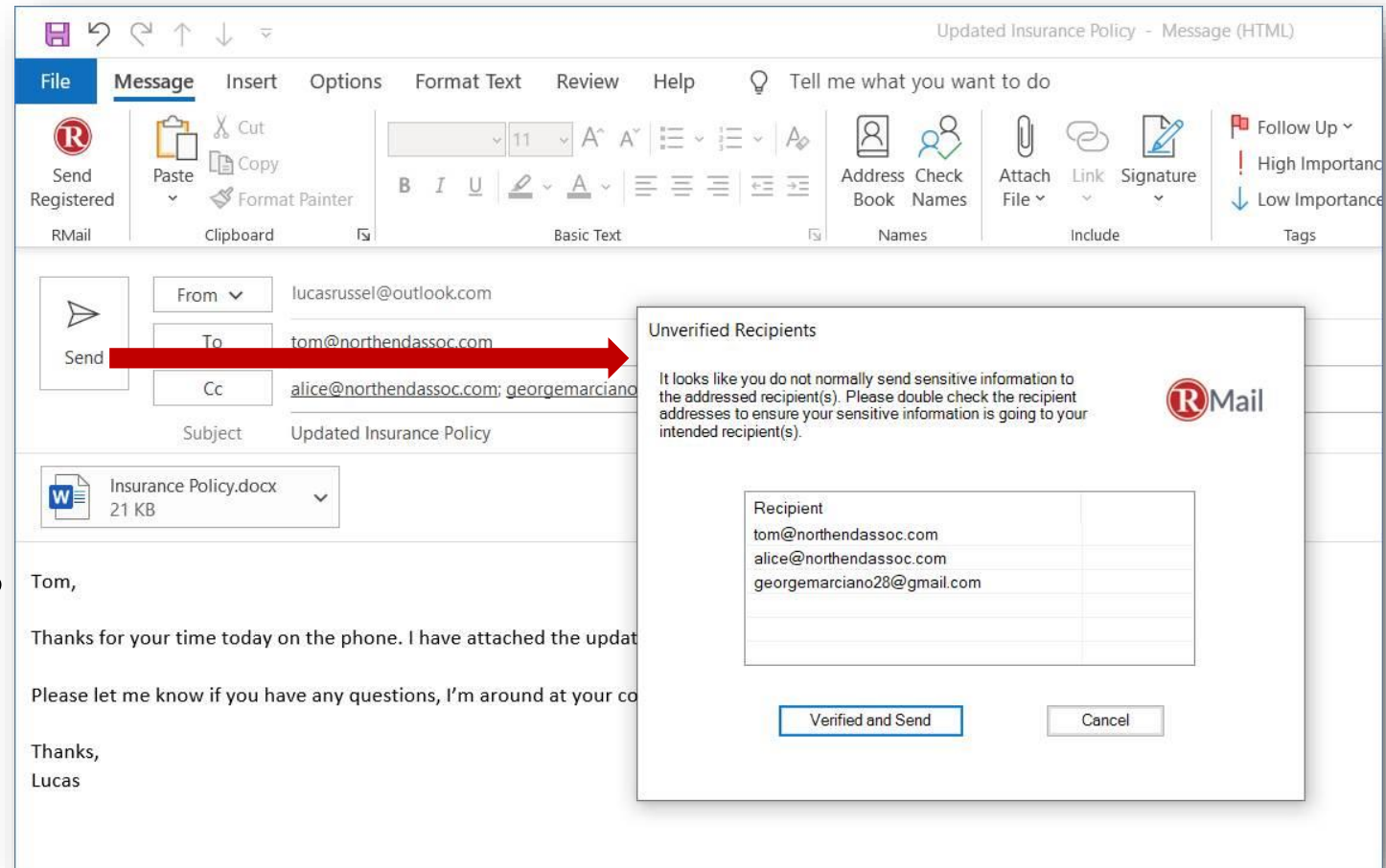
3/4



RMail: AI-Infused E-Security

Right Recipient™

Data shield AI alerts the sender when it determines that he or she is about to send sensitive information to a recipient who he or she has not sent sensitive information to in the recent past. Auto-adapts to user behavior over time.



Right Recipient™ AI analysis occurs if the sender clicks the Send button when combined with RMail Recommends, and/or the Send Registered – Encrypt button.

#3 Protect-the-Thread

Ugh, That Sensitive Content is in the Reply Thread

...You sent it encrypted only to be aghast when the recipient simply replied with a **“Thanks! Got it”** message -- not thinking that their (presumably) unencrypted reply contained your financial information in the thread!

...And even worse, to save them time, **they keep going to the prior email and re-replying** to it with each reply containing your sensitive info
IN THE THREAD.

“ The ability to secure, track and potentially redact sensitive data shared in email with partners, clients and/or customers becomes important, especially in light of continued regulations and privacy laws.

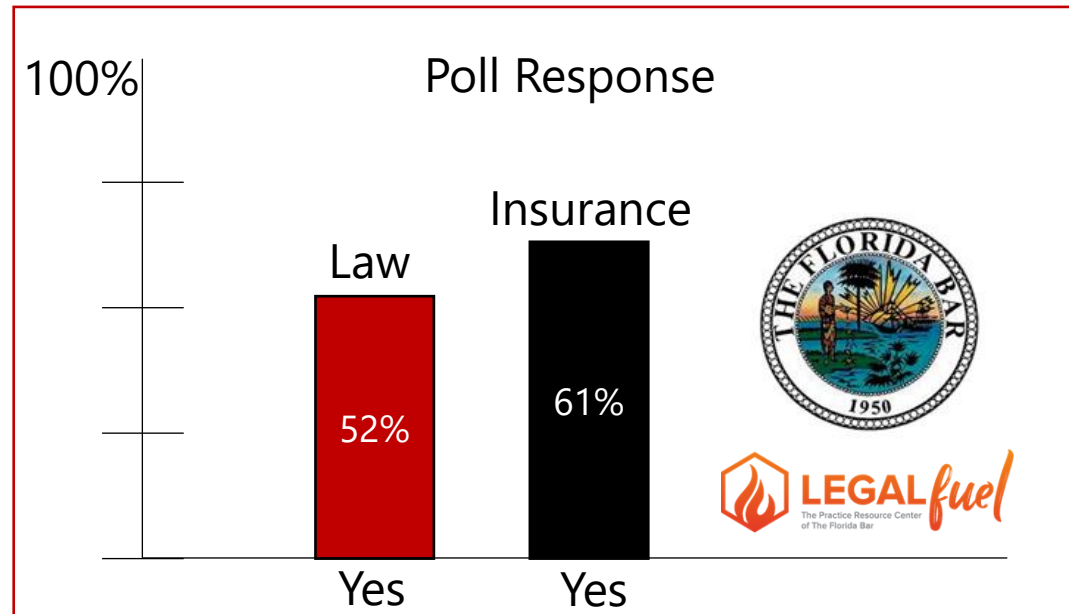
” **Gartner**[®]

#3 Protect-the-Thread

Ugh, the Content in the Reply Thread

3 of 5

“Concerned after seeing your sensitive email content come back to you in a reply thread?”



“We needed easy to use, secure, safe. We got just that with RMail & RSign.”

-- Marshall & Sterling Insurance

Jim Dahoney
SVP, CIO, Director of Strategic Acquisitions

Source: "Top 5 E-Security Human Errors that Can Cause Pain for Legal Professionals," Florida Bar LegalFuel Webinar for Law Professionals poll, October 20, 2021.



RMail: Protect-the-Thread

Redact+ lets users...

- (a) redact selected sensitive parts of an email so that those parts are removed from the recipient's reply, or reply capability is extracted from the email. *(Redact Reply™, Redact BCC™)*
- (b) erase sensitive content from within an email or kill access to an attached document while at the recipient, after one-view, a certain timeframe, or other criteria. *(Disappearing Ink™)*

RMail: Protect-the-Thread

Redact+ Extract Sensitive Content

Indicate Text to be Redacted with ^redacted text^

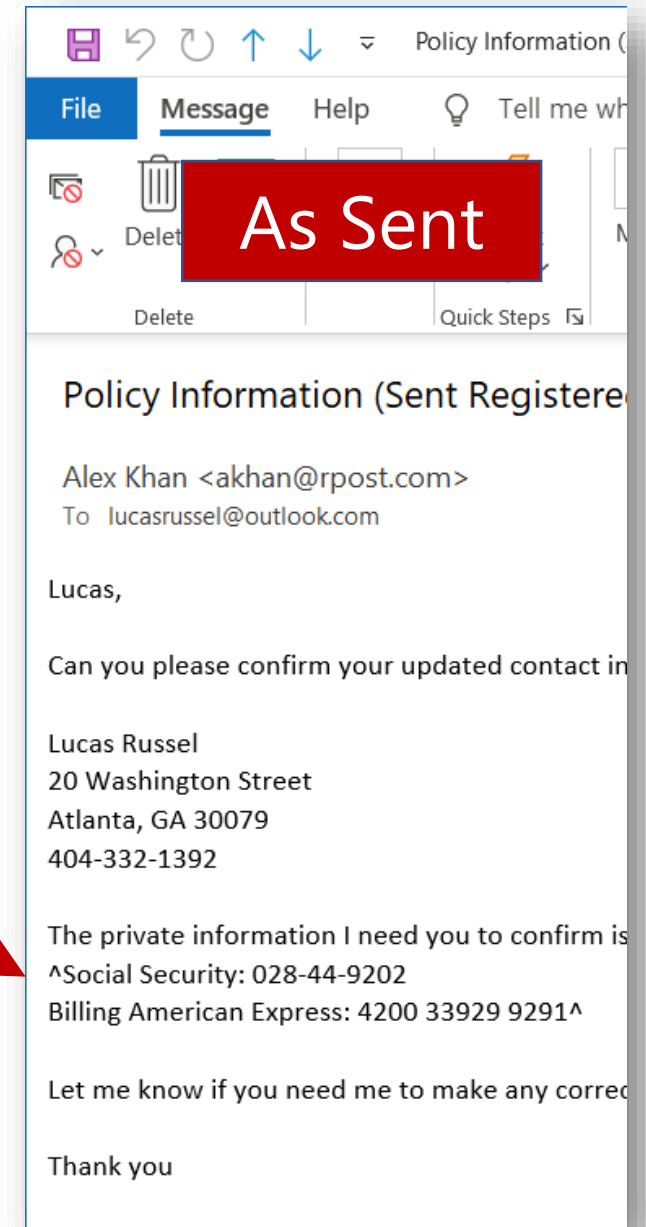
^Social Security: 028-44-9202
Billing American Express: 4200 33929 9291^

Extract Options

1. As a text file
2. As a link

Link Extraction Options

1. Number of times the text can be viewed
2. How long the text can be viewed
3. If the text can be copied
4. Branded redacted web page options



RMail: Protect-the-Thread

Redact+ Extract Sensitive Content

Redacted text visible at (link or as attachment)

Remaining Views: 2

Time Remaining To View Redacted Text: 09:49

The following information is private. If you are not an intended recipient of confidential and privileged information in this email, please delete it immediately. Do not disseminate this information.

Redacted Text1
 Social Security: 028-44-9202
 Billing American Express: 4200 33929 9291

COPY TEXT

As Received

Registered: Policy Information

akhan@rpost.com
 To: lucasrusse@outlook.com

REGISTERED EMAIL™ | CERTIFIED DELIVERY
 This is a Registered Email™ message from Alex Khan.

Note: Click the [link](#) to view the redacted text before it expires

Lucas,

Can you please confirm your updated contact information?

Lucas Russel
 20 Washington Street
 Atlanta, GA 30079
 404-332-1392

The private information I need you to confirm is redacted:
Redacted: Click to View

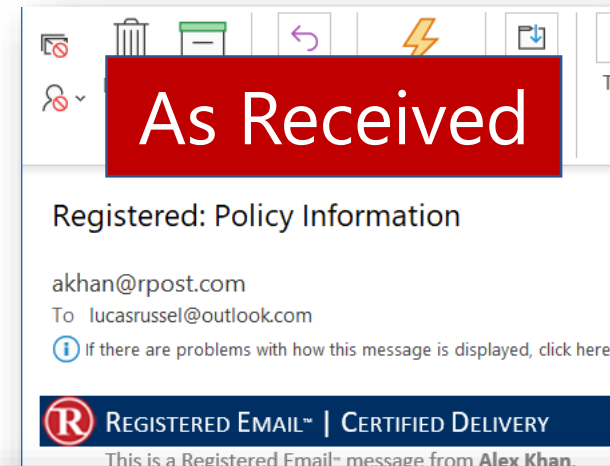
Let me know if you need me to make any corrections.

Thank you



RMail: Protect-the-Thread

Redact+ extracts sensitive email parts.
Track and prove viewing of extracted parts.



View Proof™



This receipt contains verifiable proof of your RPost transaction.
The holder of this receipt has proof of delivery, message and attachment content, and official time of sending and receipt. Depending on services selected, the holder also may have proof of encrypted transmission and/or electronic signature.

To authenticate this receipt, forward this email with its attachment to 'verify@r1.rpost.net' or [click here](#)

Delivery Status					
Address	Status	Details	Delivered (UTC*)	Delivered (local)	Viewed (local)
lucasrusssel@outlook.com	Delivered and Viewed	MUA+HTTP-IP:76.118.20.145	17/06/2021 11:55:05 AM (UTC)	17/06/2021 04:55:05 AM (UTC -07:00)	17/06/2021 04:55:39 AM (UTC -07:00)

COPY TEXT

Remaining Views: 2

The following information is private. If you are not an intended recipient, please notify the sender immediately. Do not disseminate this information.

Redacted Text1
Social Security: 028-44-9202
Billing American Express: 4200 33929 9291



RMail Double Blind Cc

Standard Bcc functionality...plus...

...Bcc cannot "Reply All" exposing that they were blind copied...

...yet the Bcc's can still see all copied recipient addresses.

Ignore Delete Archive Reply Reply All Forward Meeting Archive

As Sent

HIPAA Privacy Form (Sent Registered)

Alex Khan <akhan@rpost.com>
To tom@northendassoc.com
Bcc lucasrussel@outlook.com

You forwarded this message on 6/17/2021 5:46 AM.

HIPAA Privacy Authorization Form.docx 15 KB

Tom,

Please bring this form in with you tomorrow when you come in the office.

Thank you

Ignore Delete Archive Reply Reply All Forward Meeting RMail Contracts

As Received

HIPAA Privacy Form

Alex Khan <akhan@rpost.com>
To lucasrussel@outlook.com

HIPAA Privacy Authorization Form.docx 15 KB

***** I am blind copying you for your information only. Thanks.*****

Tom,

Please bring this form in with you tomorrow when you come in the office.

Thank you

#4 What Happens at the Recipient...

(Doesn't Always) Stay at the Recipient

...The latest threat...staff clicks an attachment and it causes the extraction of all the email in their inbox, exported to cybersleuth servers that analyze the content and start re-sending phishing email with the same content to past correspondents... with no way to stop the "spamming" of sensitive content.

“...Most email today is transport-level encrypted between mail systems; however, as more sensitive information is shared, the need to secure that communication **in the message store** becomes increasingly important.”

Gartner[®]

RMail: Encrypt for Secrecy, Compliance

Secrecy:

- **Inbox Encryption** – Remains encrypted inside recipient inbox
- **Project Encryption** – Remains encrypted...password for client project

Compliance:

- **Transmission Preferred** – auto-adapts to simplest recipient experience

Privacy & Compliance Proof:

- **Registered Encryption™** - Certificate of Private Transmission (HIPAA/GDPR)

Inbox and Project encryption is forced Message Level encryption with specific settings

RMail® Privacy Compliance

Simple for recipient = happy sender

REGISTERED EMAIL™ **ENCRYPTED TRANSMISSION**

You have received an encrypted email from Mark Smith. To reply to this message encrypted, please [click here.](#)

Jim,

Please note the changes to your policy.

Sincerely,

Mark
Insurance Agency

Benefit:
Adds confidence for receiver. Receiver knows private.

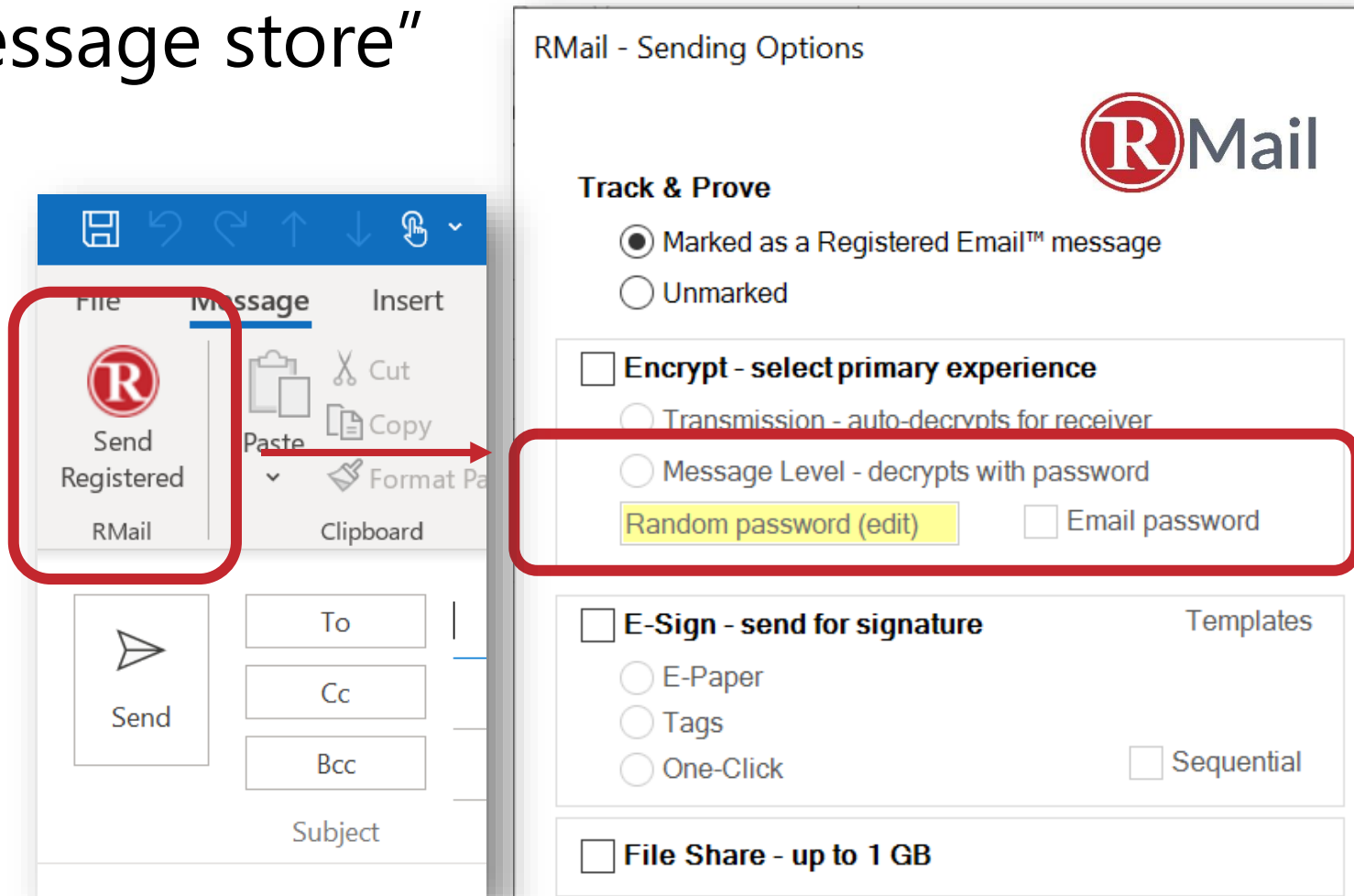
Benefit:
Encrypted reply & file upload.

R RPOST® PATENTED

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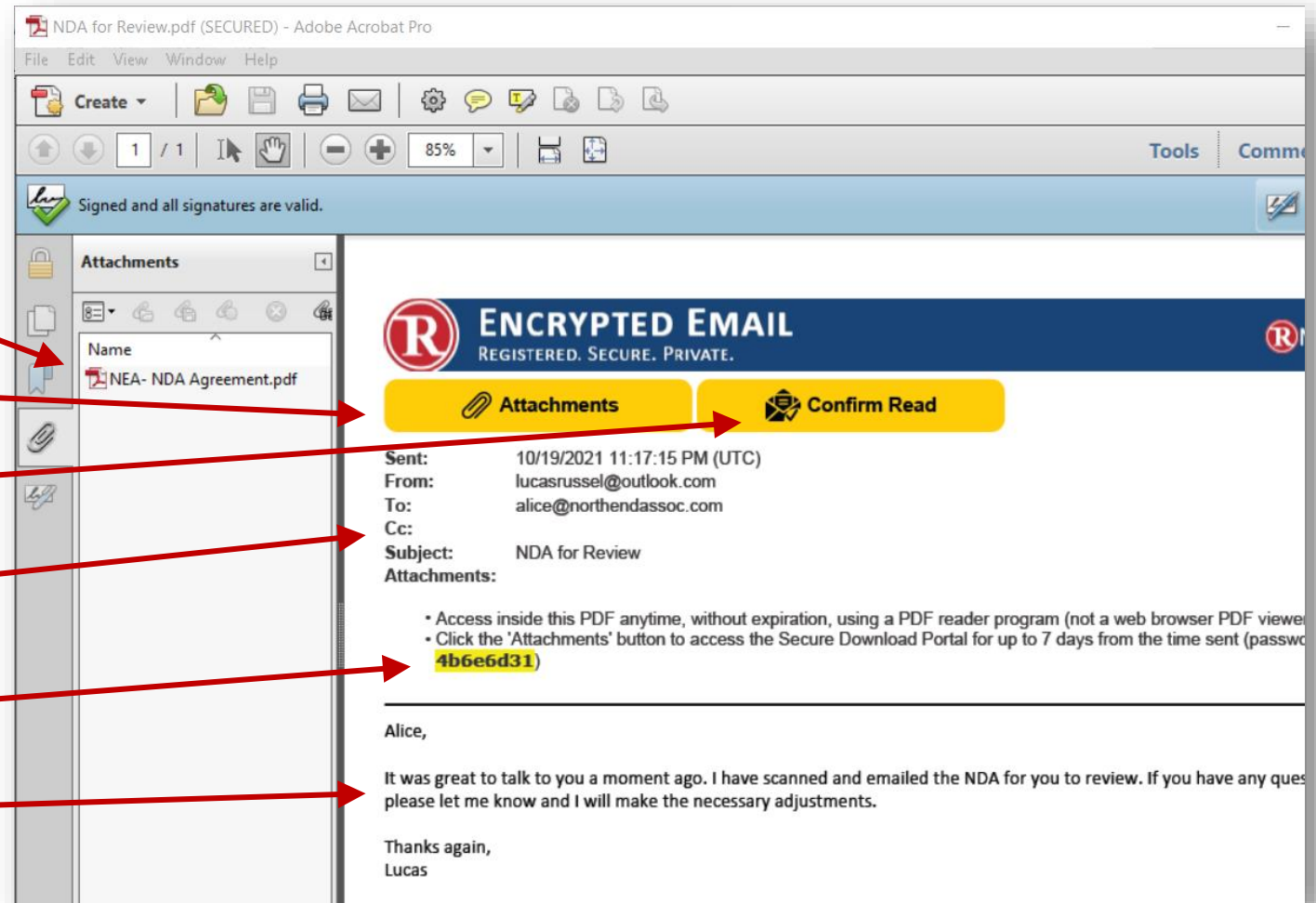
RMail® “Double Encryption”

Encrypted in “message store”
at inbox, at rest.



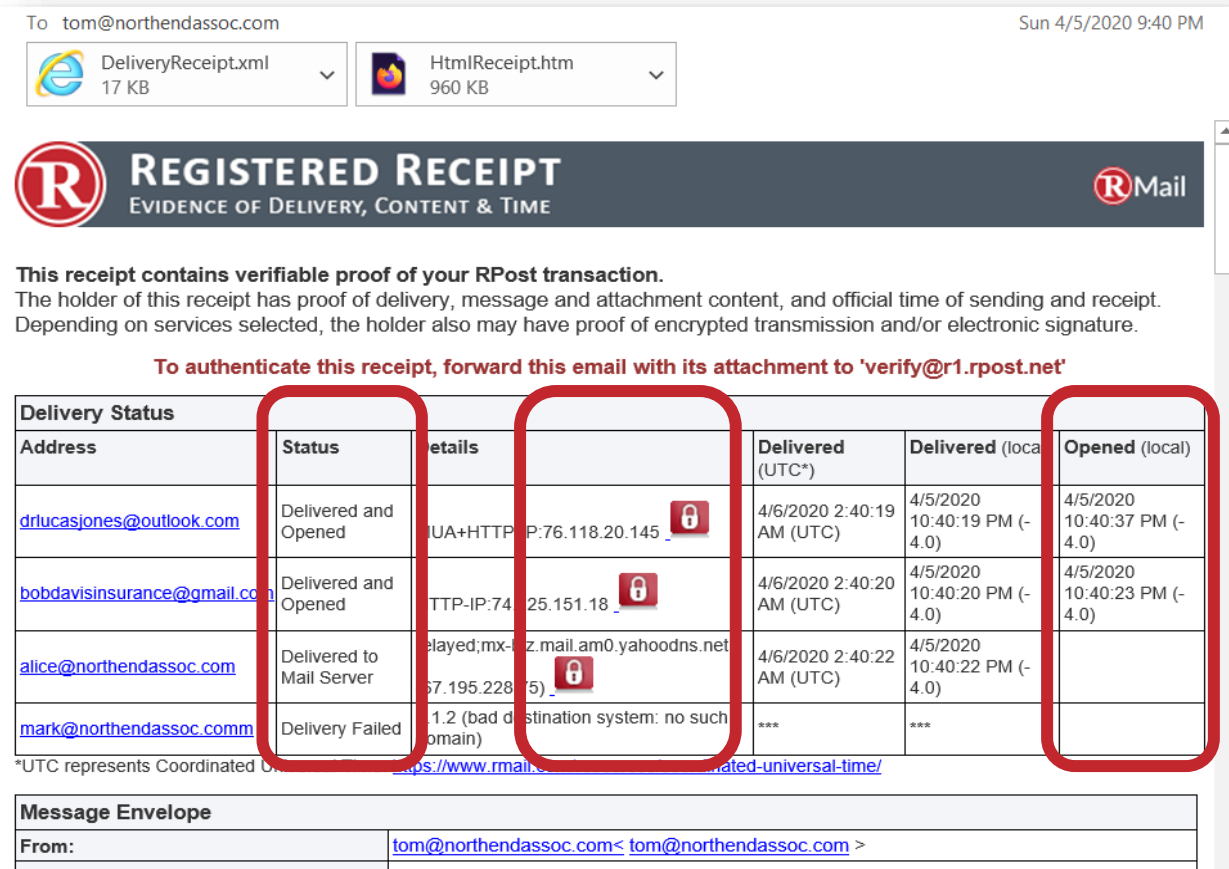
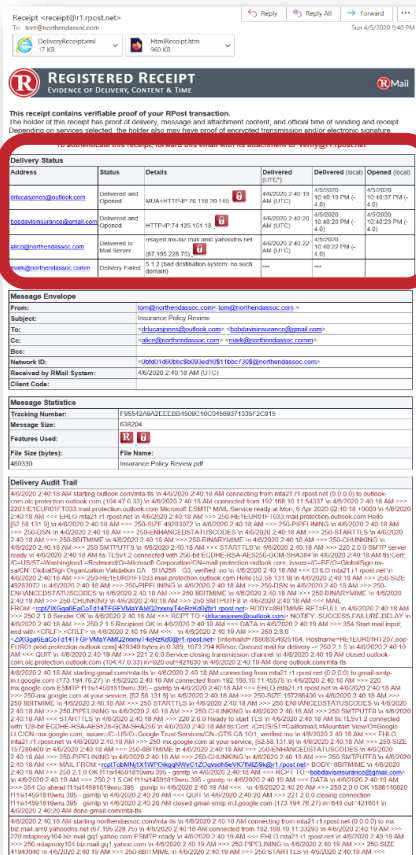
RMail® “Double Encryption”

- Digitally signed, integrity visible in PDF readers (not browser viewers)
- Attachments are embedded inside the encrypted PDF
- Attachments can also be accessed from the “Attachments” button
- Confirm Read button for recipients to indicate they have read the email
- Message Headers
- Password to access encrypted attachments online, 7-days (config)
- Email Body



Registered Receipt™

Verifiable proof



- ✓ Track and prove
- ✓ Auditable proof of compliance
- ✓ Timestamped e-delivery proof & open tracking



Registered Encryption™

Certificate of End-to-End Encrypted Transmission

Received by RMail System:	09/23/2021 10:00:01 AM (UTC)								
Client Code:	-								
Sender To RPost Details					RPost to Recipient Details				
Origin Sender	Inbound sent Secure Identifier , Last Hon	Inbound recieved secure identifier	Time Accepted	Status	End Recipient	Outbound sent secure Identifier	Outbound Received Secure Identifier	Time Accepted	Status
bob@company.com	FQDN Domain, IP	TLSv1.2@Server1	09/23/2021 10:01:10 UTC	Best	sue@network.com	TLSv1.2	IP FQDN & Recipient	09/23/2021 10:01:15 UTC	Best
bob@company.com	Sender+FQDN+I_	RPPKI+TLSv1.1@Server2	09/23/2021 10:05:25 UTC	Acceptable	jim@home.com	PDF-AES256+TLSv1.0	Recipient Mailbox	09/23/2021 10:05:30 UTC	Best
bob@company.com	Sender+FQDN+I_	RPPKI+TLSv1.1@Server3	09/23/2021 10:10:15 UTC	Acceptable	jason@home.com	-	-	-	-
Final Security Report									
Original Sender	Original Recipient		Time Accepted	Final Result					
bob@company.com	sue@network.com		09/23/2021 10:01:10 UTC	Best					
bob@company.com	jim@home.com		09/23/2021 10:05:30 UTC	Acceptable					
bob@company.com	jason@home.com		09/23/2021 10:10:30 UTC	-					

#5 My Boss

...The Impostor

“ Ransomware, impersonation and account takeover attacks are increasing and causing direct financial loss, **as users place too much trust in the identities associated with email** inherently vulnerable to deception and social engineering.

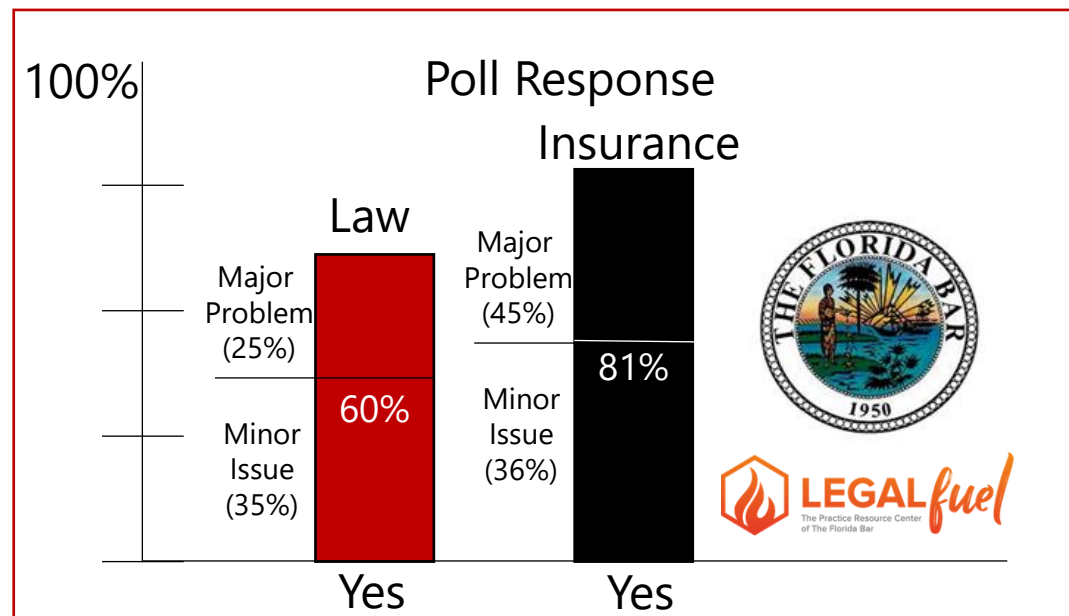
”

Gartner®

#5 My Boss

...The Impostor

“ Know someone who has fallen prey to an impostor email scam? ”



4 of 5



“ RMail shows that they’re taking confidentiality very seriously.”

– ACE IT Solutions

Don Previti
Global Director Business Development

Source: “Top 5 E-Security Human Errors that Can Cause Pain for Legal Professionals,” Florida Bar LegalFuel Webinar for Law Professionals poll, October 20, 2021.



#5 My Boss

...The Impostor

From: Zafar Khan
Sent: Thursday, November 19
To: Luis Zambrano
Subject: Request for November 19

Hi Luis,

Are you in office at the moment? I need you to process a transfer.

Write me back when you get this.

Thanks,

Zafar

#5 My Boss

...The Impostor

Sent: Thursday, November 19
From: "Luis Zambrano"
To: "Zafar Khan"
Subject: RE: Request for November 19

I got to the office a few min ago. Send me the details.

Luis

From: Zafar Khan
Sent: Thursday, November 19
To: Luis Zambrano
Subject: RE: Request for November 19

Oh ok. What are the exact bank details required to initiate an ACH payment? It's about \$20k.

Zafar

Sent from my iPhone

#5 My Boss

...The Impostor

To: "Zafar Khan"
Subject: RE: Request for November 19

We need to know the details of whom we are paying. Account name, number, routing.

What is this for? Need invoice or supporting docs as well.

LZ

Sent: Thursday, November 19
From: "Zafar Khan"
To: "Luis Zambrano"
Subject: RE: Request for November 19

Ok.

Account name - T Goings
Account number - 6325207618
Routing number - 121000248
Bank name - Wells Fargo
Amount - \$19,420.00
Reference - RPost Technology

I will forward the invoice you tomorrow.

Kindly process the payment today before cut-off time and confirm once it's done.

Zafar

From: Zafar Khan
Sent: Thursday, November 19
To: Luis Zambrano
Subject: RE: Request for November 19

Hi Luis,

Payment done? Kindly confirm.

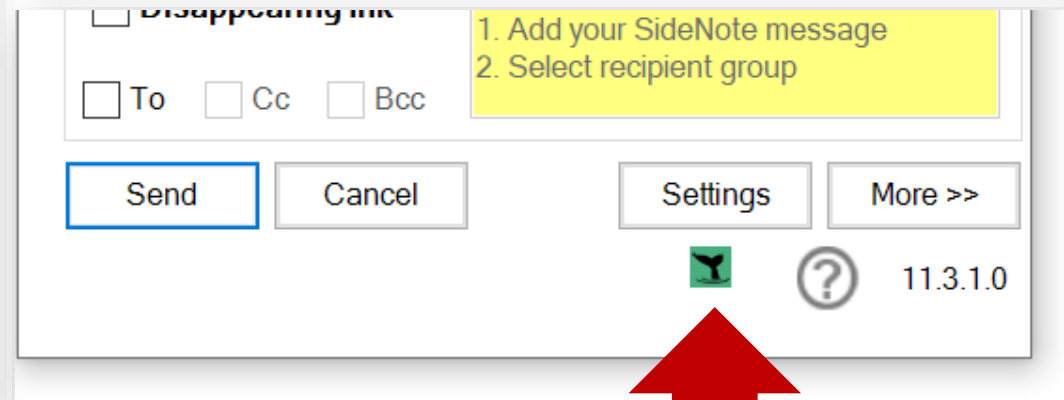
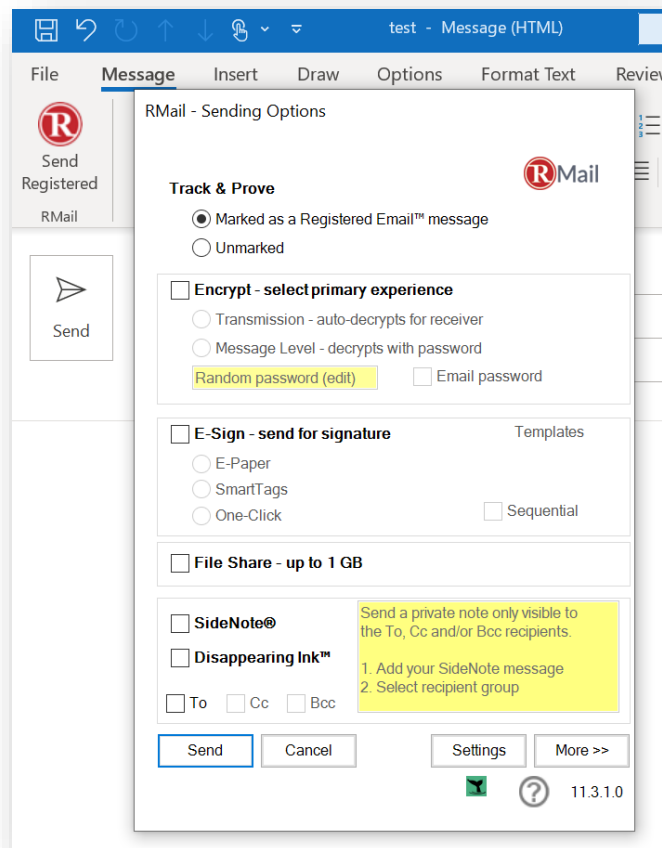
Thanks,

Zafar

Sent from my iPhone

RMail Anti-Whaling™

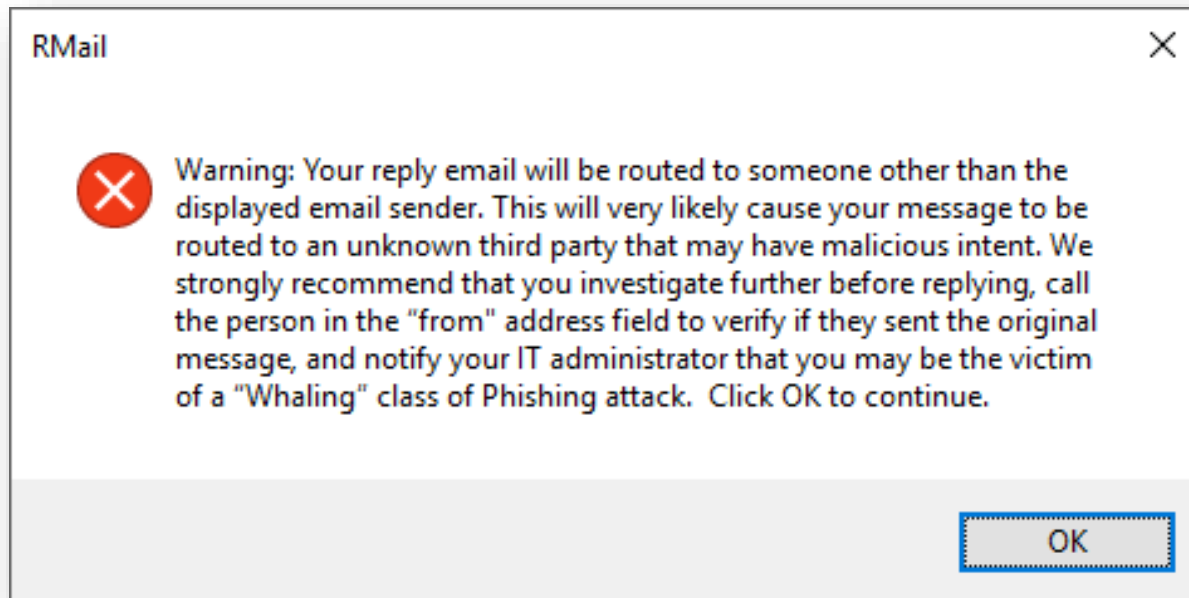
Email Impostor Protection (BEC Compromise)



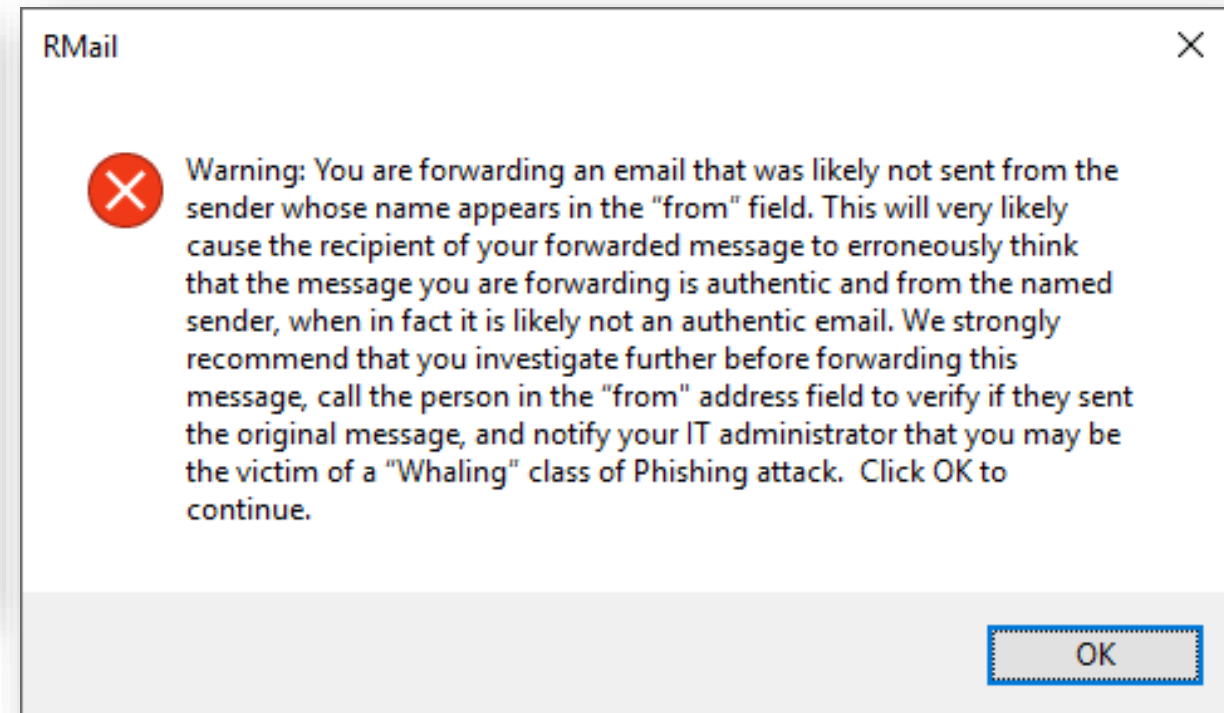
RMail Anti-Whaling™

Email Impostor Protection (BEC Compromise)

ALERT AT REPLY/REPLY ALL



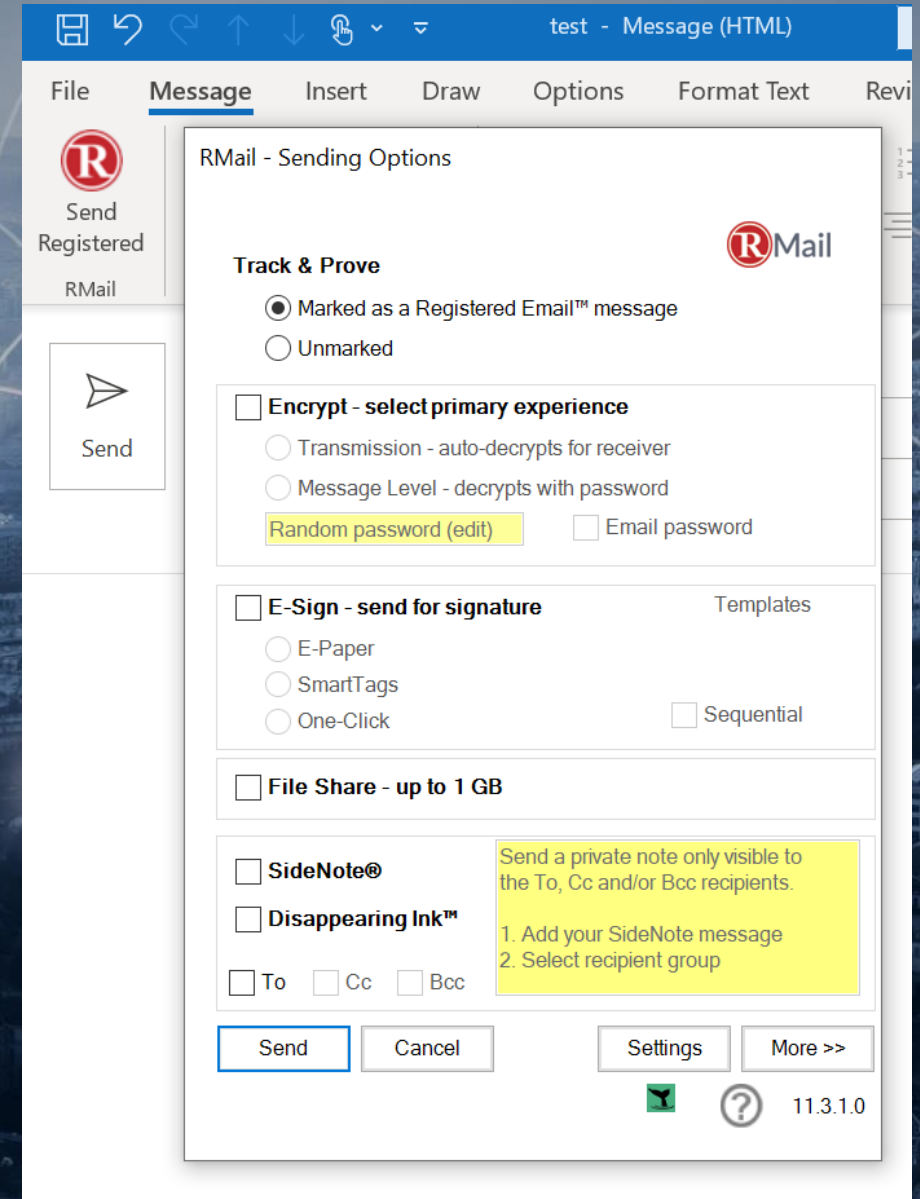
ALERT AT FORWARD



E-Security E-Signatures

“Once experienced, RPost’s RMail e-security is such an intuitive attach to Microsoft 365 and the RSign e-signature combo makes it even better.”

- Mahendiran Rajagopal
Customer Success Account Manager
APJ-CloudBlue, Ingram Micro.



RMail® | Differentiators



“ Quick fix is to add the RMail plugin; with it, we guarantee encrypted.

-- *Danastar*

Jonas Seidenfaden
Technical Specialist

RMail makes email encryption easy, returns an audit-ready privacy compliance (HIPAA, GDPR) record for each send.

Provides an all-in-one, making Microsoft better for business. Encryption without recipient log-ins, e-sign without need for document prep, delivery proof for any recipient regardless of settings/actions.

Feature-rich, AI e-security, easy to automate, more affordable, friendlier.

RMail & RSign are Florida Bar & Texas Bar Member Benefits



RPost® is a global leader in e-signatures and cybersecurity, specializing in email encryption for privacy and compliance, e-signatures, legal e-delivery proof, rights management, and AI-infused services to prevent data leaks and human e-security errors. RPost's award-winning, patented, AI-infused **RMail**® e-security, **RSign**® e-signature, and **Registered Email**™ e-compliance platforms have been enjoyed by millions of users worldwide since 2000. Our mission is to help our customers worldwide communicate and transact electronically in the most secure, compliant, and productive ways possible and to continuously innovate our products to support their evolving needs. We successfully accomplish this through our expert teams and partners everywhere.

