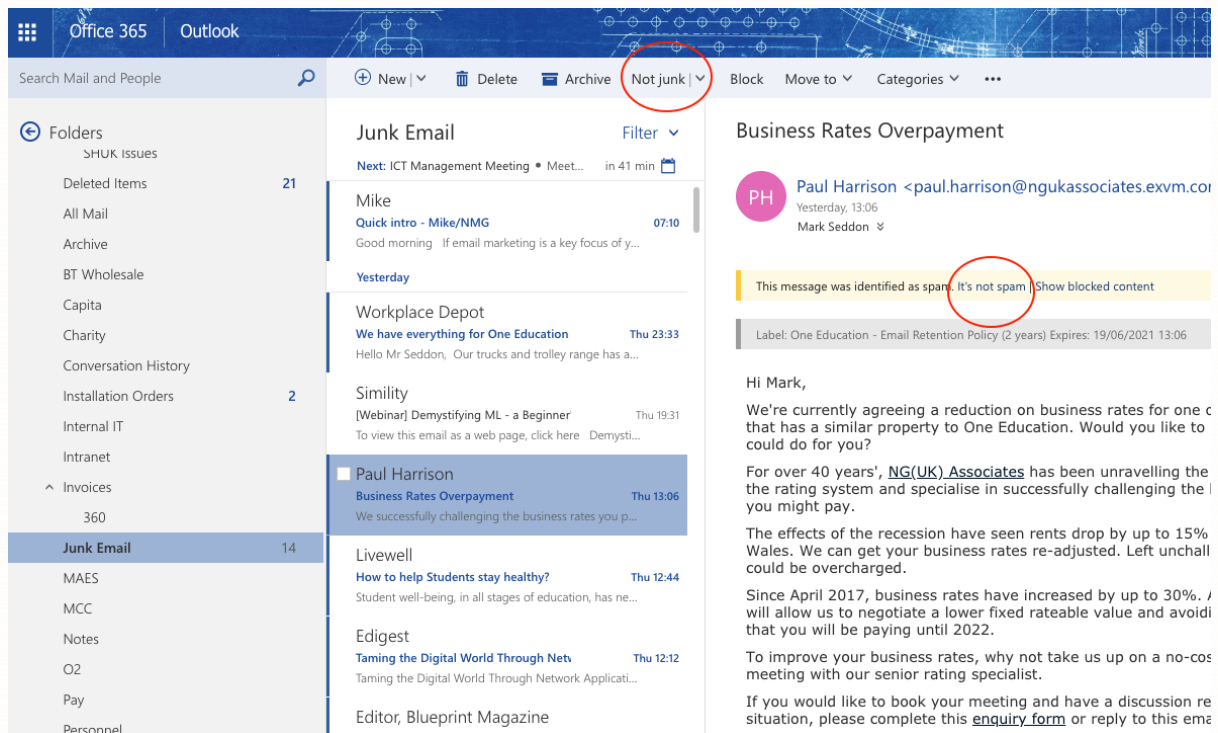


Your email system may incorrectly identify and Egress encrypted email from us as Junk/Spam.

In order for this to be resolved, you can either ask your ICT Administrator/Support Provider to make the necessary changes to your email system (this would fix the issue for all users) or you can resolve it on your own mailbox by identifying the Egress encrypted email from One Education as not Spam/Junk email.

Here are examples of how to make that change.

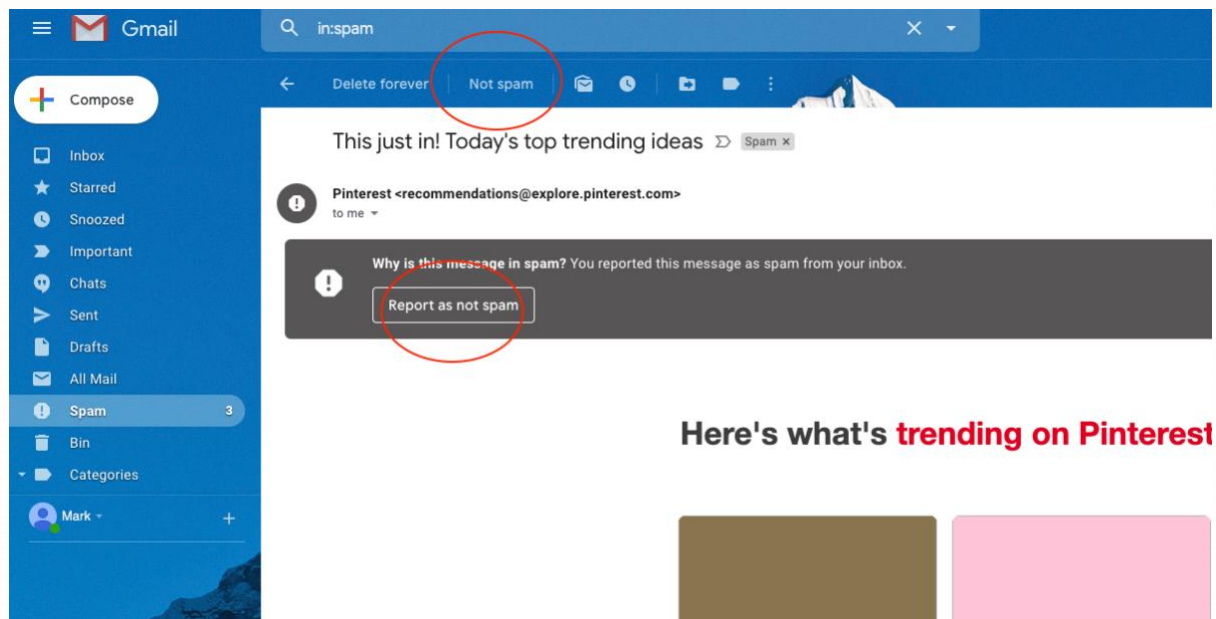
1. Office 365



The screenshot shows the Outlook interface with the 'Junk Email' folder selected. The top ribbon has the 'Not junk' button circled in red. The email list shows a message from Paul Harrison titled 'Business Rates Overpayment' with a timestamp of 'Thu 13:06'. The email content is displayed on the right, showing a yellow warning bar: 'This message was identified as spam. It's not spam.' with a red circle around the 'Show blocked content' link. Below the warning bar, the email text begins with 'Hi Mark, We're currently agreeing a reduction on business rates for one c that has a similar property to One Education. Would you like to could do for you? For over 40 years', NG(UK) Associates has been unravelling the the rating system and specialise in successfully challenging the l you might pay. The effects of the recession have seen rents drop by up to 15% Wales. We can get your business rates re-adjusted. Left unchall could be overcharged. Since April 2017, business rates have increased by up to 30%. / will allow us to negotiate a lower fixed rateable value and avoidi that you will be paying until 2022. To improve your business rates, why not take us up on a no-cos meeting with our senior rating specialist. If you would like to book your meeting and have a discussion re situation, please complete this enquiry form or reply to this emc'

You should open your Junk Email folder, select the Egress encrypted email from One Education and then select either one of the options circled (they both do the same thing). This will resolve the issue and move the email to your Inbox

2. Google Mail (Gmail)



You should open your Spam Email folder, select the Egress encrypted email from One Education and then select either one of the options circled (they both do the same thing). This will resolve the issue and move the email to your Inbox