

Saffron Building Society – Secure File Transfer FAQ's

Saffron Building Society uses a secure file transfer to send and receive some files relating to processing a mortgage application or servicing an existing mortgage. We will inform you when we will do this on the first occasion.

We have provided answers to frequently asked questions. However, if you have any further queries please do not hesitate to contact us.

1. Why have I received an email with the sender naming 'via Egress Web Access'?

To improve communications with customers and the efficiency of our service Saffron Building Society have a subscription to Egress, to send and receive attachments and to securely handle personal data between our customers and us

Through Egress, we can send and receive large files that may not be possible through some email providers.

2. How do I know that the email is from Saffron Building Society?

When you receive an email notifying you that you have received a secure email or file transfer there are a number of things you can check to ensure it is genuinely from Saffron Building Society:

1. The sender of the email message will still show as coming from an email that ends @saffronbs.co.uk
2. Our logo will be prominent in the email message
3. The notification in the email message will show the email address that the message has been sent from and will end @saffronbs.co.uk

3. Is the email secure?

Egress has been accredited with ISO27001, which is an accredited standard of information security. Egress are the only email security solution with Commercial Product Assurance accreditation from the UK National Cyber Security Centre.

They work with companies across Financial Services and Professional Services that include legal firms, local councils, public services and charities with case studies available here.

4. Who are Egress?

Egress is a company based in the UK that provide an email and file transfer platform that encrypts and decrypts data in order to protect sensitive data.

5. What if I do not have an Egress account?

When you receive a notification that a message or file has been received a link will be included to take you to the login screen.

The login screen registers for an account if you do not already have one. Complete the registration steps and the account will be set up and enable access to the message/file received.

6. Can I delete messages sent, received or drafted through Egress?

Yes, when logged into your egress account the account allows you to permanently delete all secure mail.

We will retain a copy of any message sent or received through Egress and information on the use of your data can be found in our Privacy Notice [here](#).

7. Do I have to pay to use Egress with Saffron Building Society?

No, all messages from and to us are free.

We have a subscription with Egress that enables us to send any number of secure emails and files to our customers. As part of the subscription it allows registered Egress account holder to send secure email and files to us.

8. What does Egress do with my data?

Information on what happens to your data when registering and using Egress can be found in the Egress Privacy Policy that can be found [here](#).

9. What if I do not want an Egress account?

You can inform us if you do not want to use Egress and we will handle any communications that would be through Egress via the post.

10. How do I report a suspicious email from Saffron?

If you have any concerns about an email that appears to be from us please call us on **0800 072 1100**.