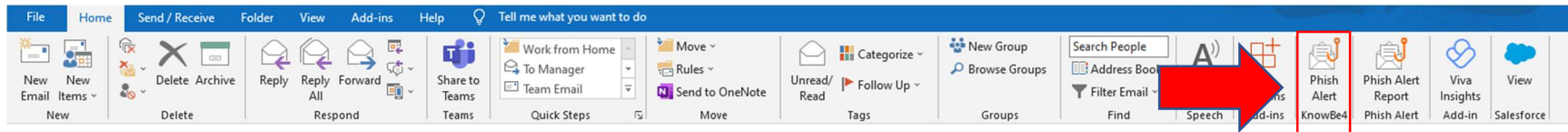


Dear Acra Lending and Citadel Servicing Associate:

You may notice a new “Phish Alert Button” in your company email inbox today. You can use this button to report any suspicious or potentially dangerous emails. If you get a suspicious email, click the Phish Alert button and the email will be deleted from your inbox and forwarded to our IT team for analysis.

Some of our employees access their email via the Outlook client and others access company email via the Microsoft 365 experience in their web browser.

For those utilizing the Outlook desktop client to access their email you should see the following:



For those utilizing the Microsoft 365 inbox from their browser you should see the following (see green highlighted area) when you select an email from your inbox:



Depending on which interface you utilize, see the appropriate article linked below for information about where the Phish Alert Button is located and how to use the Phish Alert Button:

- [How Do I Use the Phish Alert Button in Outlook client?](#)
- [How Do I Use the Phish Alert Button for Microsoft 365 in my web browser?](#)

In the event you do not see the Phish Alert Button in Outlook or in Microsoft 365 as described above then try restarting Outlook and/or your Microsoft Edge Web Browser. If this does not fix the issue then please submit an IT Help Desk ticket and we will fix your computer so it works as described above. One other note, while rolling this out some users may inadvertently see multiple Phish Alert Buttons. If you see this, then please submit an IT Help Desk ticket and the IT team will fix your computers so only one button appears.

In addition, you have been enrolled in “Phish Alert Button” training. The Phish Alert Button training will teach you how to handle unsafe emails and help you distinguish between spam emails, phishing emails, and spear-phishing emails. Please complete this short 3-minute training course prior to the due date.

By completing your training and using this new button, you are helping to keep our organization safe and defend it against cyberattacks.

Thank you for your participation.

Scott Spencer

Managing Director / CTO