



HERE TO HELP YOU

EXPERT ADVICE TO GET YOU THERE WITH CONFIDENCE

To ensure that CAPTRUST's communications reach your employees, we ask that you provide your IT Department with the following instructions. This will help prevent email communication from being blocked, rejected, or delivered as SPAM:

Allow (Gold List) the following IP addresses:

- 135.84.216.223
- 135.84.217.31

Allow (Gold List) the following domains:

- captrustadvice.com & emails.captrustadvice.com
- captrust.com & emails.captrust.com
- meetcaptrust.com & emails.meetcaptrust.com

Emails may come from:

- CAPTRUST Advice Desk <CAPTRUST_NoReply@captrust.com>
- Financial Advisors from the @captrust.com domain
- CAPTRUST Financial Advisors <customercare@gotowebinar.com>
- CAPTRUST_noreply@captrustadvice.com
- CAPTRUST_noreply@meetcaptrust.com
- no-reply@ids.captrust.com
- CAPTRUST_NoReply@captrust.com

Our bulk email sender is ClickDimensions:

- Our high-volume email sender is ClickDimensions which automatically detects hard bounces and soft bounces.
- Hard bounces are caused by invalid email recipient or too many retries without successful delivery.
- Soft bounces are caused by mailbox full, or the request timed out. Delivery is automatically retried.
- An out-of-office reply is sent back to an unmonitored email box at CAPTRUST and deleted. These do not count as soft bounces.

Other technologies used as part of the PAS Experience:

- Microsoft Teams and products from LogMeIn: GoToMeeting, GoToWebinar, and Rescue Assist
- Scheduling of Advice Desk sessions occurs at www.captrustadvice.com
- Video content is hosted on www.captrust.com and www.captrustadvice.com and is streamed from Vimeo.
- Brainshark educational contact is hosted on www.brainshark.com

Office 365 Note

- Set CAPTRUST emails for delivery to the "Focused" inbox so they are visible to employees