



Frequently Asked Questions – ShareFile

Why is Odlum Brown using ShareFile for transferring sensitive files?

Odlum Brown is committed to protecting the security and privacy of client data, including email attachments with identifiable client information. ShareFile provides a secure channel for file transfers between clients and Odlum Brown, as no attachments are stored in the email itself. Rather, the data is stored in a secure location for retrieval upon authentication.

Can I forward the ShareFile links sent to me to another party, such as my accountant?

No. As each ShareFile link is unique to the email address specified, a third party cannot access any links that are forwarded. This is to ensure that only you can view and download the content.

How long will ShareFile links be available to access?

All ShareFile links will be accessible for seven calendar days. After this period, the links will become invalid. If you are not able to access the links before the expiry period ends, please contact your Investment Advisor to provide you with new links.

If I have problems accessing the ShareFile links, what do I do?

We have created a How-to Guide for clients on how to access ShareFile links. For more information, please click [here](#) or contact your Investment Advisor for further information.

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