



**PACIFIC LIFE**

## **Abuse Mailbox Guidelines**

**v2.0**

If you would like to report a suspicious email to Pacific Life, we will require it to be sent "As an Attachment" (not "inline") for analysis.

**Steps to forward an email as an attachment for common email clients are listed below:**

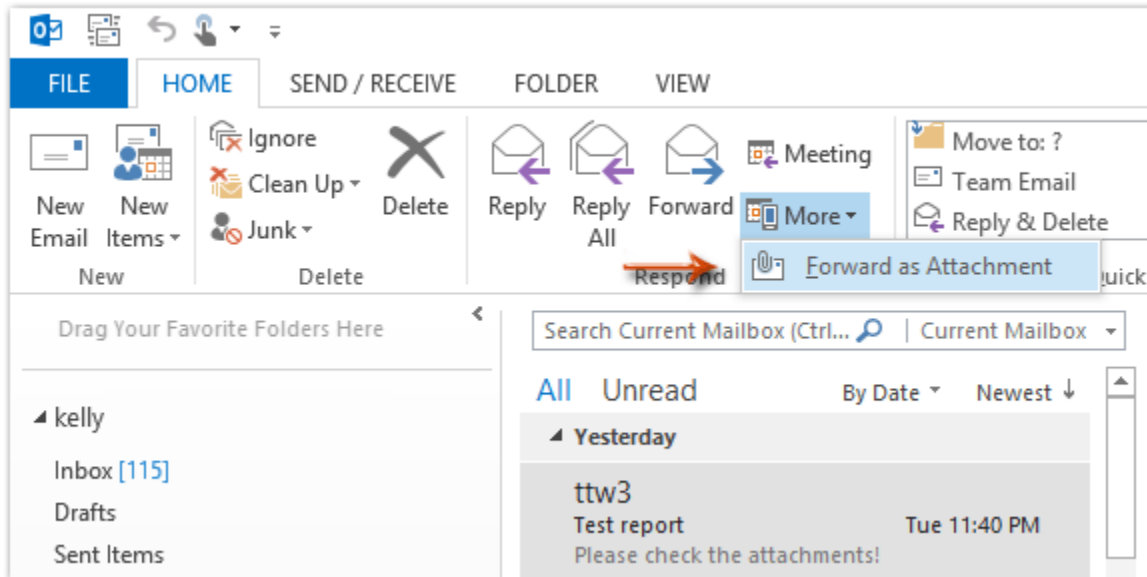
### **Forward an email message as an attachment in Outlook**

Microsoft Outlook's **Forward as Attachment** feature can help us forward a single email message as an attachment easily.

Step 1: Open a mail folder in the Navigation Pane, and click to select the email message that you will forward later.

Step 2: Forward it as an attachment:

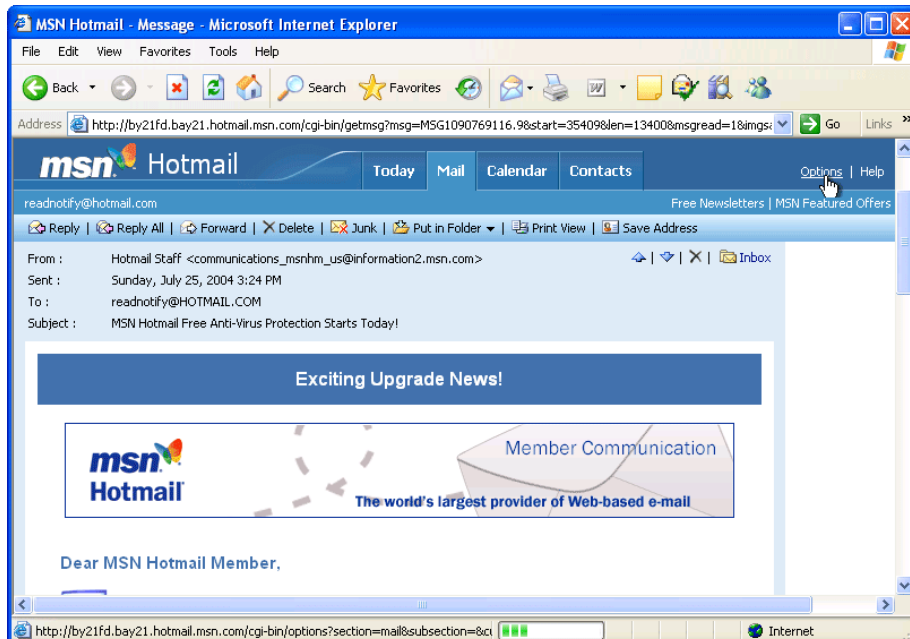
1. In Outlook 2010 and 2013, please click the **More > Forward as Attachment** in the **Respond** group on the **Home** tab;
2. In Outlook 2007, please click the **Actions > Forward as Attachment**.



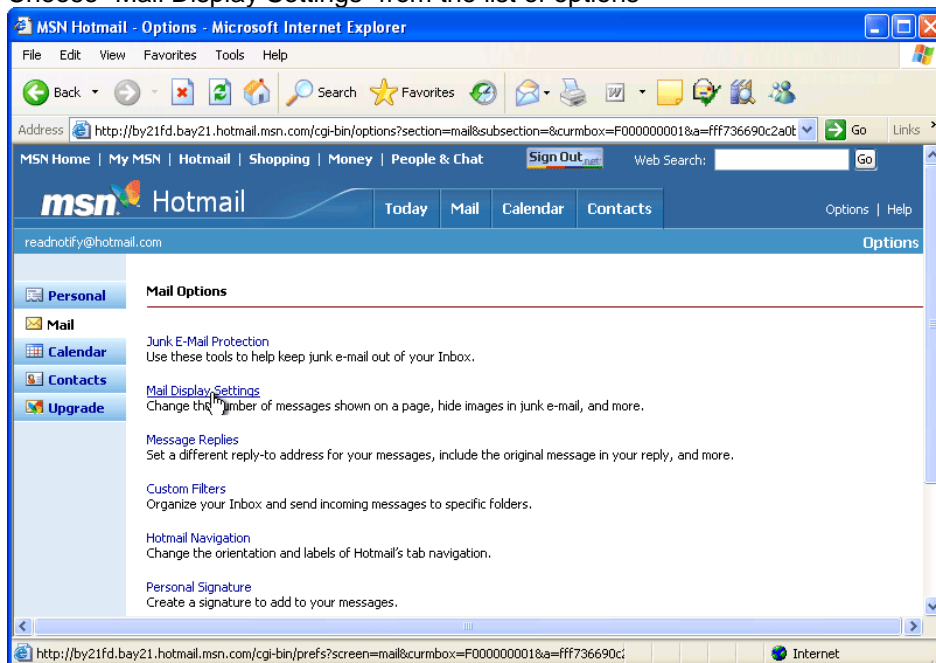
Step 3: Compose the forwarding message to Abuse@PacificLife.com, and click the **Send** button.

## Forwarding Messages as an attachment from Hotmail:

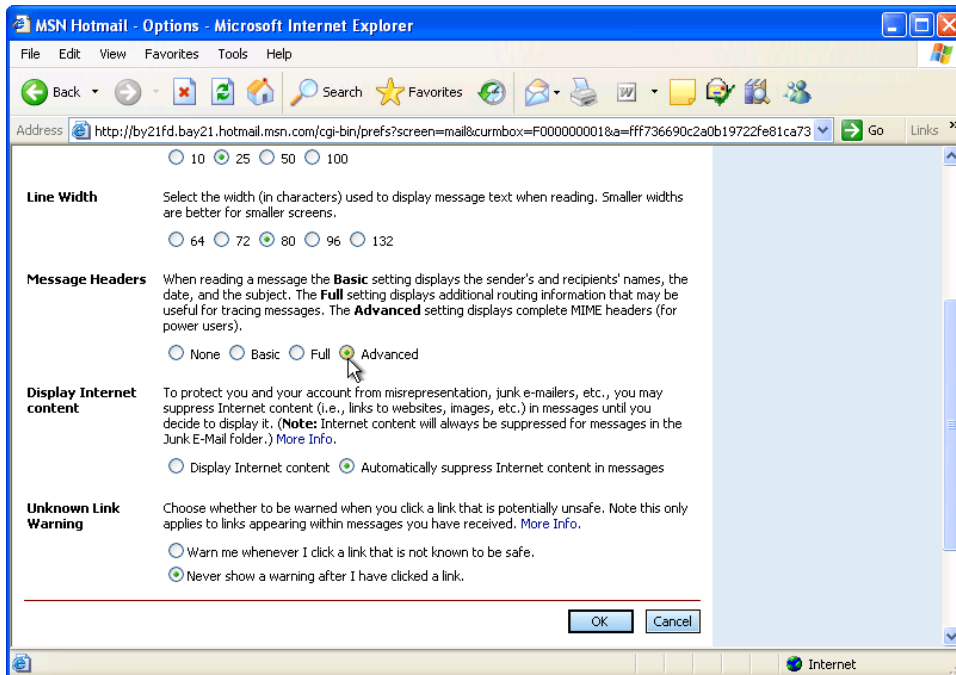
Click on “Options” in the top right side of your Hotmail account –



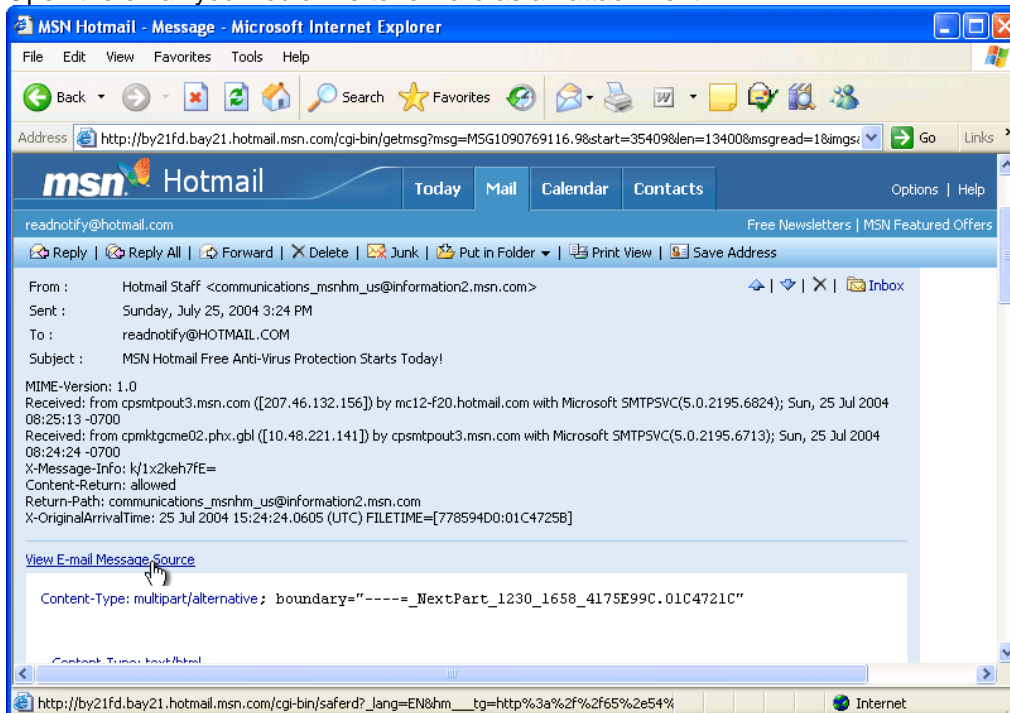
Choose “Mail Display Settings” from the list of options –



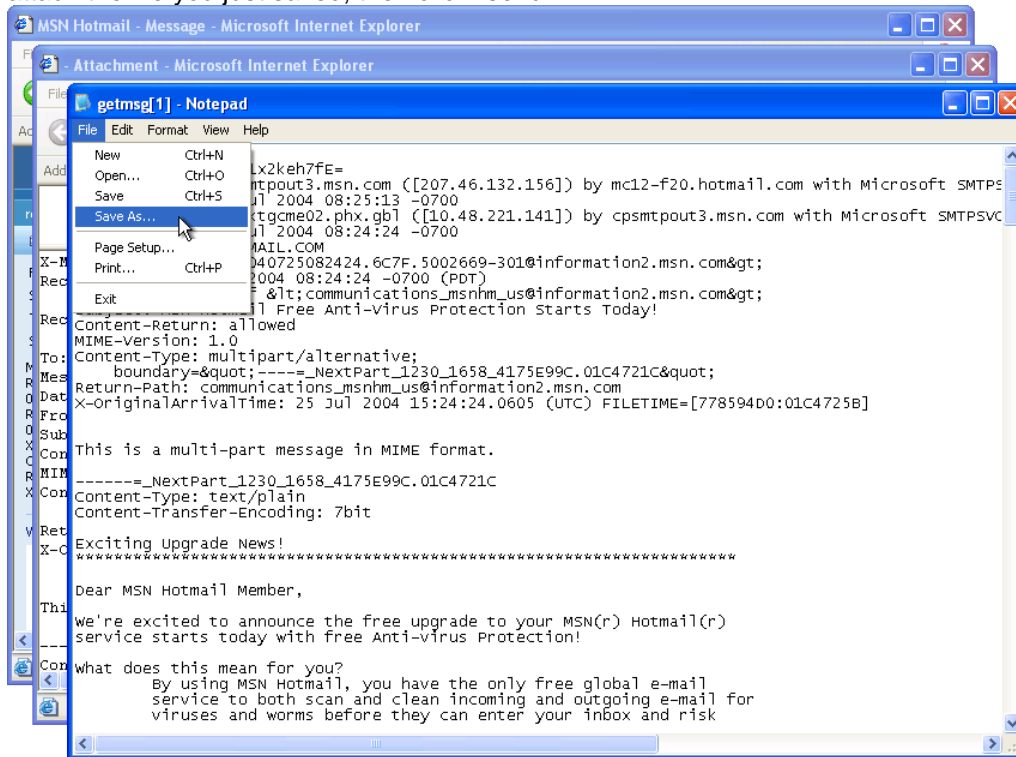
Select the "Advanced" option in the "Message Headers" section, then click "Ok" on the bottom of the page



Open the email you would like to forward as an attachment –

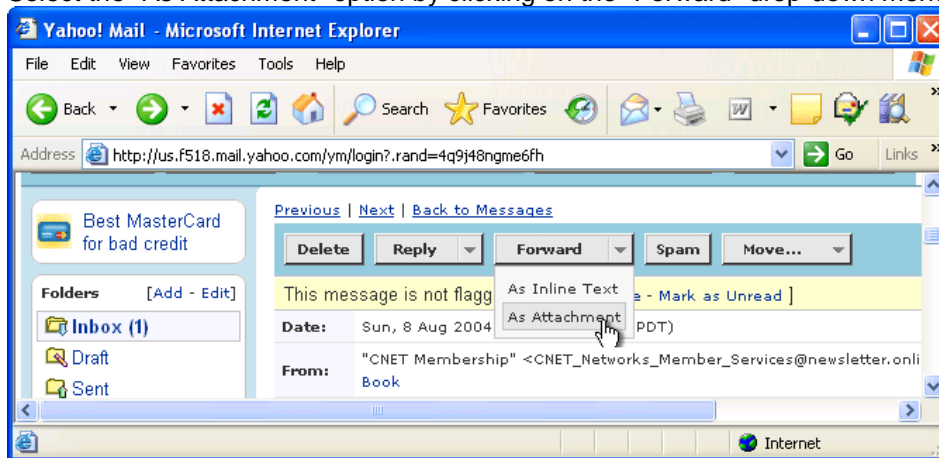


Right-Click anywhere in the new window that pops up. Click "View Source". Choose "Save As" from the "File" menu, and select a location to save the file. Compose a new email to [Abuse@PacificLife.com](mailto:Abuse@PacificLife.com) and attach the file you just saved, then click "send":-



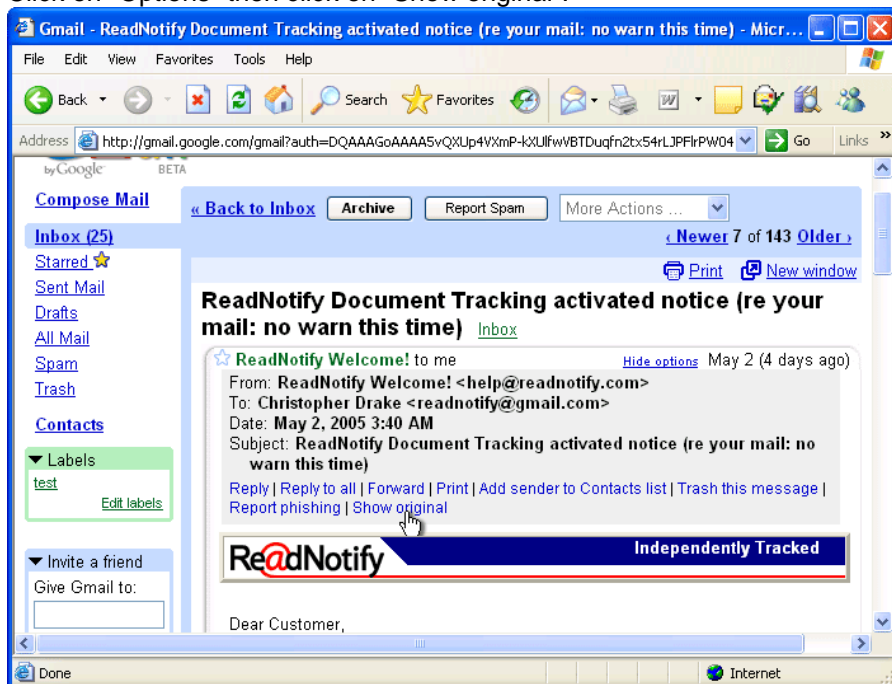
### Forwarding Messages as an attachment from Yahoo Mail:

Select the "As Attachment" option by clicking on the "Forward" drop-down menu option:-

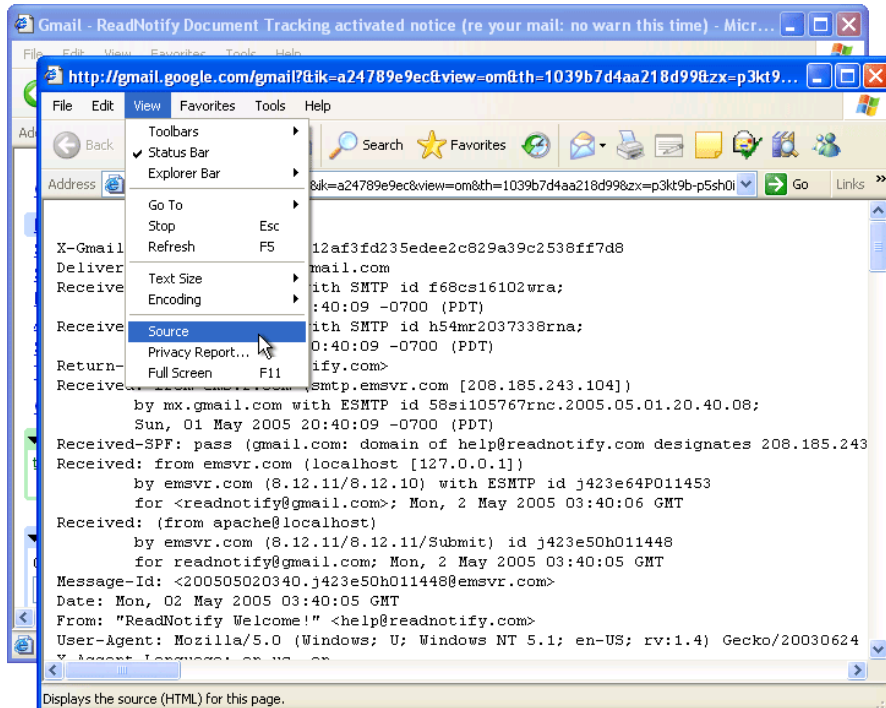


## Forwarding Messages as an attachment from Gmail:

Click on "Options" then click on "Show original":-



Choose "View" then "Source":-



Choose "Save As" from the "File" menu, and select a location to save the file. Compose a new email to [Abuse@PacifiLife.com](mailto:Abuse@PacifiLife.com) and attach the file you just saved, then click "send":-

