



Maillock Improves its Audit Trail to help with Consumer Duty Outcomes

Every Maillock secure email provides the sender with a full audit trail without the need to request a “read receipt”. This has always been an invaluable resource when it comes to compliance and proving that important information has been sent to and opened by clients.

To better support customers, Maillock’s audit trail has recently been enhanced, now providing access information on each individual document that is attached to a secure email. This enables the sender to demonstrate that their client received and *opened* not only the email but also the important documents that were attached.

Overall, Maillock’s audit trail reports the following:

- The time and date that the secure email message was sent.
- The time and date that the secure email was opened.
- The date and time that *each individual attachment* was opened.
- The authentication method that was used to verify the identity of the recipient.
- How many attempts were made by the recipient to meet the ID challenge – with more than 5 resulting in an automatic message recall.
- An option to manually recall a secure message you have sent in error.

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[The Right Mortgage 14-day free trial registration link.](#)