

## FCG Standard Disclaimer, Encrypted Email Use, Email Technical Support, Email Privacy, and Mailing Address.



**"We don't sell products --- we provide solutions"**

**HUMAN RESOURCE, LEGAL AND TAX ADVICE DISCLAIMER:** Fessenden Consulting Group is asked from time to time to research human resource, legal and/or tax issues and we will respond accordingly. Please note that we are not able to provide human resource, legal or tax advice as we are not human resource specialists, attorneys or tax specialists. The final authority on your human resource, legal and tax issues should come from your attorney or certified tax specialist.

**Note regarding secure email technical support:** Fessenden Consulting Group, Inc. uses a secure email system called ShareFile by Citrix.

- Typically, the issue is forgetting your password so you may select “Forgot Password” on the secure to reset your password.
- **As of 2-20-20 there have been reports of long hold time for support because of new security protocols implemented.**
- If you still need assistance call technical support, which is available 24/7 by calling toll-free: 1-800-424-8749. Select Prompt #2 for technical support, then Prompt #3 or stay on the line for assistance. Hold times have sometimes reported to be lengthy. If you’re placed on hold for technical support, you will soon have the option to leave your phone number so they can call you back by following the appropriate prompts.
- You may also visit [www.sharefile.com](http://www.sharefile.com), > “Help Center” > Contact Us> General Technical Assistance> issue is with Sharefile,>Please briefly describe your issue> continue where it will refer you to links to various issues. If still need help there may be a call or chat button at the bottom of the screen.

**Secure Email** is encrypted and used to transmit personally identifiable numbers (PIN i.e. dates of birth, social security, etc.) and Private Health Information (PHI i.e. diagnosis, disease, prescription drugs, etc.). If you need to transmit this type of information to us, please request a secure email from an FCG consultant to which you may reply. Regular email transmission is NOT secure.

**PRIVILEGED or CONFIDENTIAL:** This email, and any files transmitted with it, may contain privileged or confidential information. It is intended for the exclusive use of addressee or addressee’s specific designees in accordance with FCG’s standard of ethics and applicable law. If you are not the intended recipient, please be advised that you have received this email in error and that any use, dissemination, distribution, forwarding, printing, or copying of this email or any attached files is strictly prohibited. If you have received this email in error, please immediately purge it and all attachments and notify us immediately by return electronic mail or by telephone (collect) at (615) 218-0349 and please discard the original electronic mail message.

**FCG Mailing Address:**

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