



PACE Industry Union-Management Pension Fund  
USW Industry 401(k) Plan  
USW HRA Fund  
1101 Kermit Dr. #800  
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# Fax

To: +1 (929) 207-0142  
Company:  
Fax: +1 (929) 207-0142  
Subject:  
Ref:

From: Kyle Ray  
Fax: +1 (615) 333-5760  
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Date: 09/03/2024  
Time: 01:30:31 PM CST  
Pages: 2

Remarks:

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# Email Etiquette

Email still represents one of the main forms of communication, both personally and professionally. Likewise, it continues to be one of the top targets of cybercriminals. While keeping your inbox safe requires staying alert for warning signs of phishing attempts, another key aspect is being aware of the tone and format you use when composing messages. Here are a few email etiquette practices that can benefit every person at every level of an organization:

## *One subject - one email*

Always include a clear subject line in your email and stick to that subject in the body of your message. Less is often better when it comes to email correspondence.

## *Be considerate of attachments and links*

In general, attachments and links are something that all users should be wary of. If you do need to send a file or share a link, let the recipient know that it is safe by communicating with them via another channel. For links, your organization might even use a special "secret code" within the text to indicate a link is safe to click. Example: link (SL) where SL means "safe link".

## *Avoid using all caps*

There is almost never a need to write in all capitals to get your message across. The equivalent of "yelling" in text, it comes across as rude and aggressive. If you feel the need to place emphasis on something in your email, consider using italics, underlining, or bold your text.

## *Don't go overboard with color and fonts*

When you see an email using hot pink Comic Sans do you inwardly groan? When sending a professional email, use a single, professional, legible font. Color can be used sparingly as emphasis when necessary.

## *Don't send emails when emotionally compromised*

If you feel like sending an angry email...don't. If you truly need to send an email to resolve a frustrating problem, have someone outside of the situation proofread the email first.

## *Be frugal with the reply all feature*

Only people who are relevant to the email thread should be included because when multiple replies occur, the thread can get confusing. This is also another vulnerability a criminal hacker can use if they have access to a compromised email account.

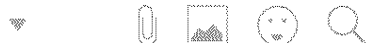
## *Be aware of your tone*

Text does not always come across as it is intended. Emails can often appear terse when they are not meant to be. Be sure to use your manners when making requests; a please and thank you are all that is needed to lighten the tone of an email. Also, be careful when using humor in emails; text often does not relay the appropriate delivery of jokes and they can sometimes be misinterpreted. If your organization allows it, emojis can help in those situations.

## *Proofread*

Take a few moments before clicking that send button to review your email. Spelling and grammar mistakes are often key indicators of a phishing email, so you should strive to have as accurate a message as possible. It also gives you a chance to hone the message and remove anything that is unclear, adjust your tone, and ensure that attachments are indeed attached. Finally, double-check the recipient list just to be sure the correct person is being contacted.

As always, follow organization guidelines for composing email correspondence.



SEND