

Encrypting a Single Customer View file using WinZip



Introduction

As part of the Financial Services Compensation Scheme (FSCS) Faster Payout project, deposit takers are required to send a sample Single Customer View (SCV) file to Experian.

This document is a guide for deposit takers who have elected to send their SCV file via encrypted email.

This document will walk you through all of the steps needed to encrypt your file using WinZip and attach it to an email to send to Experian. info.exchange@uk.experian.com.

Assumptions

This document is written with the following assumptions;

- The sample SCV file has already been produced
- The Sample SCV file is saved in a location that the operator can access
- The operator has WinZip installed or has sufficient permissions to download and install WinZip.

Step 1 – Open WinZip

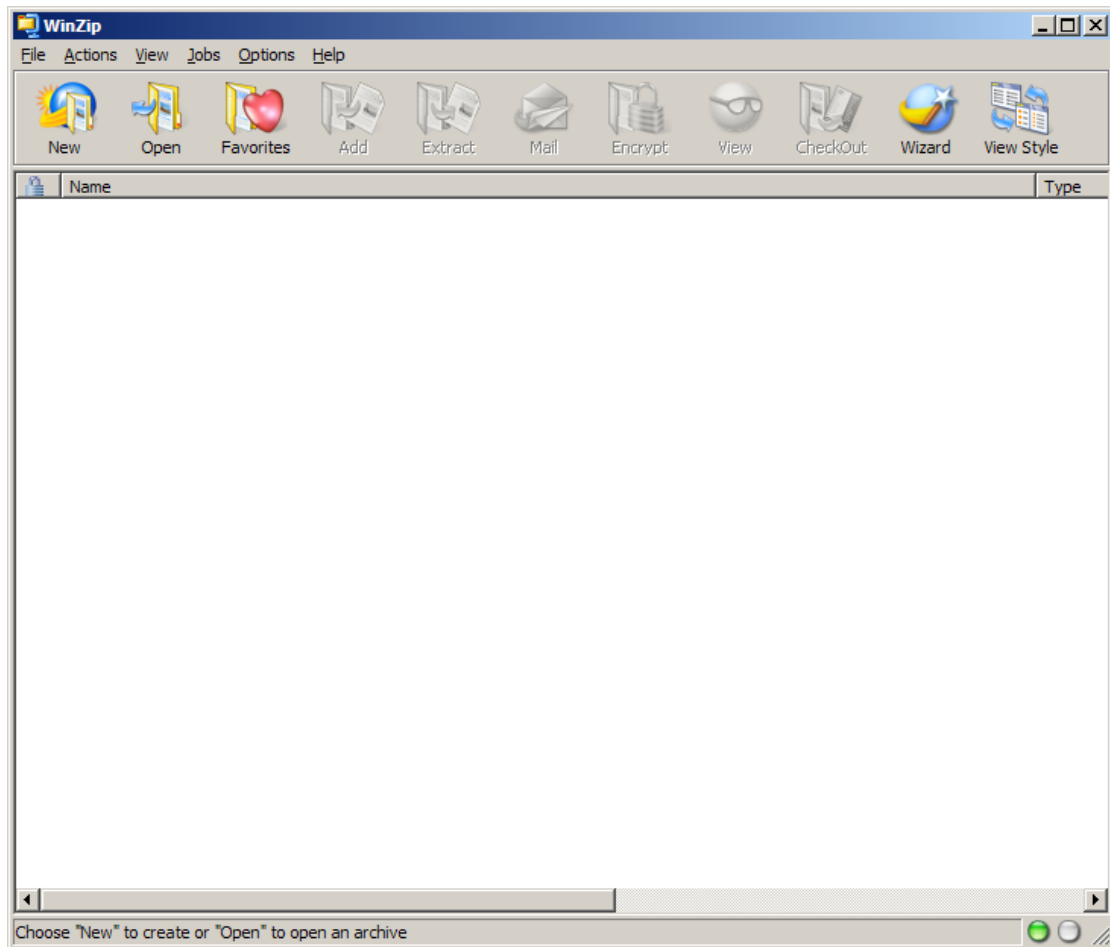
Open the WinZip program

If the display appears as below, then WinZip has opened in “Wizard” mode. You will need to switch to “Classic” mode by clicking the “WinZip Classic” Button, in the bottom left hand corner of the screen.



Step 2 – Initial WinZip Interface

Now that WinZip is running in Classic mode, the display will appear as below

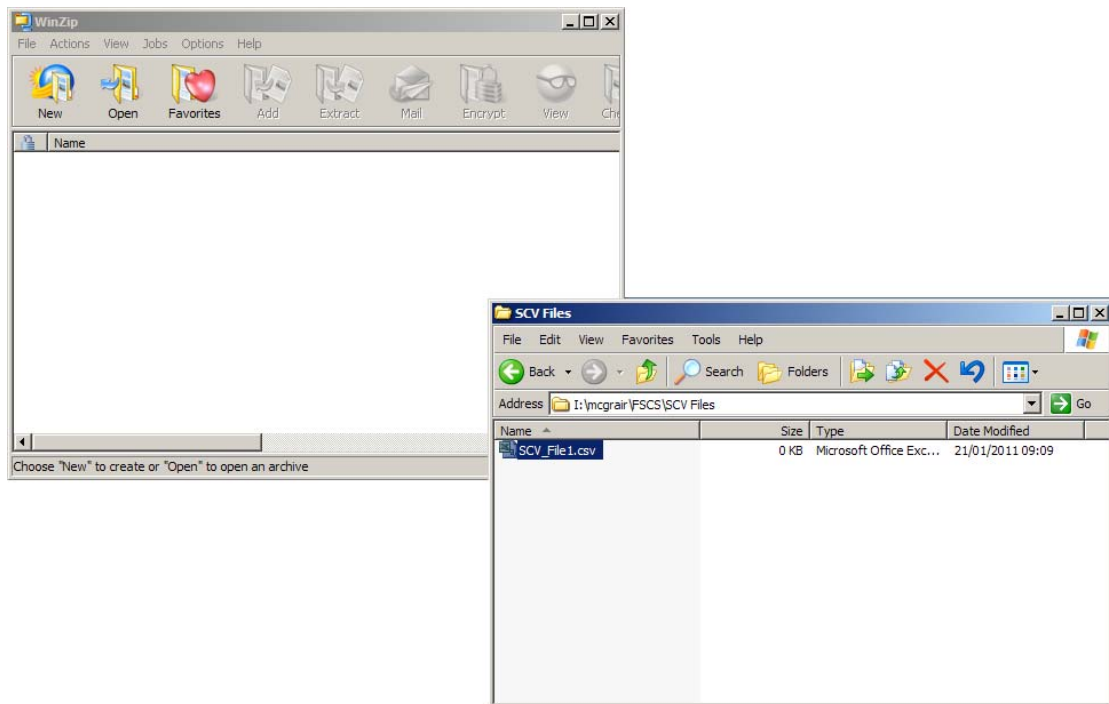


Step 3 – Create an Archive

Part 1

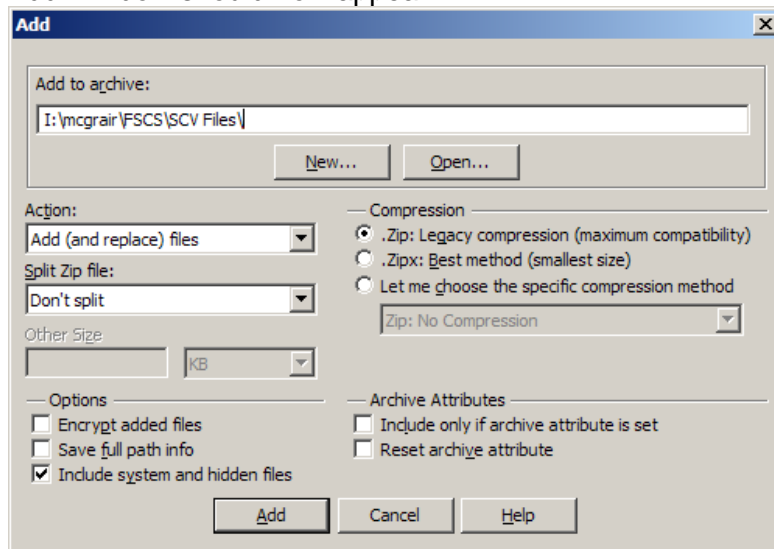
The simplest way of beginning to create an archive is to drag and drop your SCV file into the WinZip window.

1. Open a windows explorer window (by right clicking on the start menu and selecting explore) and find the directory which contains your SCV file.
2. Position the mouse pointer over the file, press and hold in the left mouse button.
3. Still holding in the left mouse button, move the mouse pointer over the white area of the WinZip window. At this point you should notice the mouse pointer change to have a little '+' sign underneath it.
4. Release the left mouse button.



Part 2

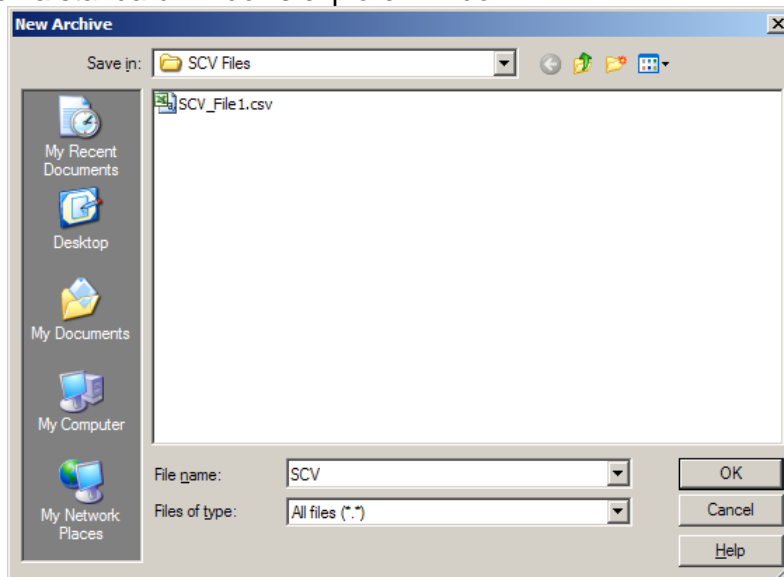
The WinZip 'Add' window should now appear



WinZip will suggest that the archive is created in the same directory as the SCV file, shown here in the first text box.

Click the 'New...' button to assign a name to the archive (at this point you can also choose a different location if required – make a note of the directory you have selected as you will need it later).

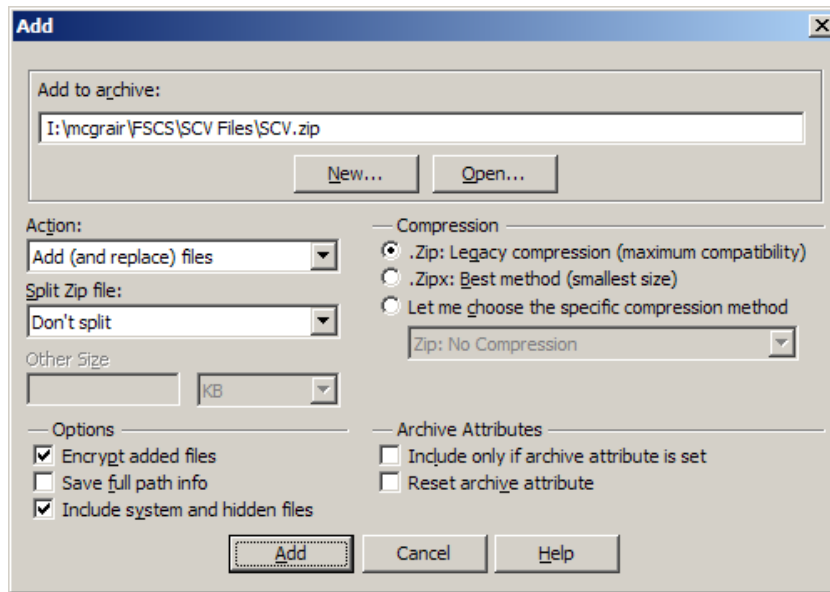
This will open a standard windows explorer window



The location of the archive can be changed by using the "Save in:" drop down list. Enter a name for your archive in the "File name" box, in this example it is called SCV (the preferred naming convention for SCV files is documented in the FSCS Faster Payout Q&A document).

Click the "OK" button

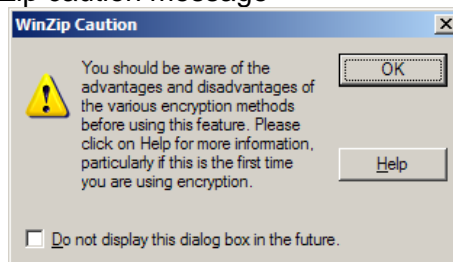
Part 3



You will now be returned to the Add screen, you will notice that the “Add to archive” text box now contains the location and name of the archive file. Make sure that all the settings are set as shown above. Click the “Add” button

Part 4

You may now see a WinZip caution message



This is for information only, click the “OK” button to proceed

Part 5

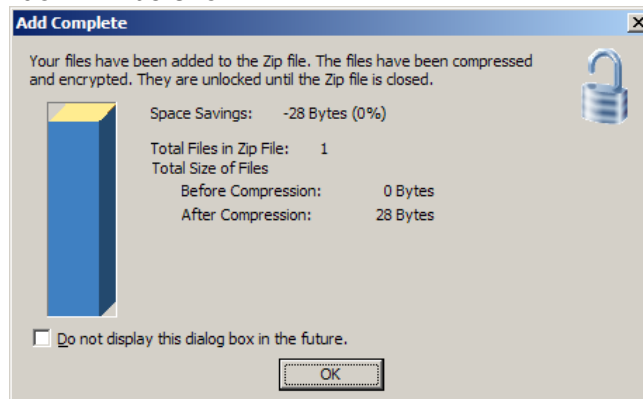
The next screen will allow you to assign a password with which to encrypt the file.



Enter your chosen password in to both the text boxes
Ensure that the “Encryption method” is set to “256_Bit AES (stronger)” as shown above
Click the “OK” button

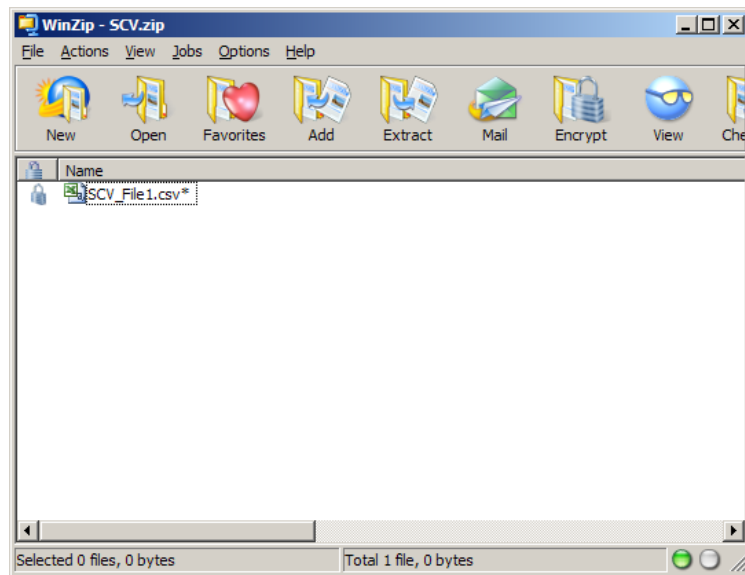
Part 6

The file will now be added to the archive.
An information window will be shown



Click “OK” to close this window.

Part 7



This is the final screen, it shows the file that is contained within the archive. The small padlock symbol to the left of the filename shows that the file has been encrypted. The completed archive (SCV.zip in this example) is now ready to be transferred to Experian.

At this point WinZip can be closed, the completed zip file can be found in the location specified in part 2.

Step 4 – Attaching to an Email

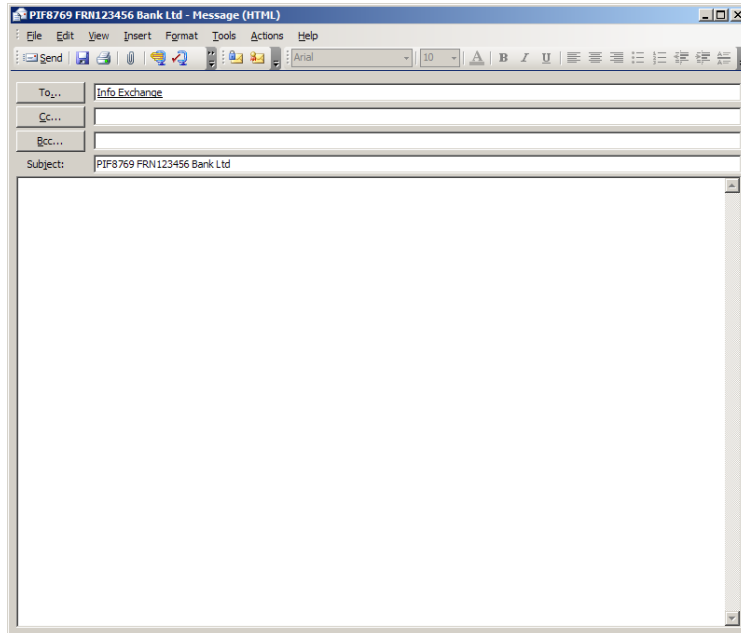
The next step in the process is to attach the archive to an email.

Open your email software and compose a new message.

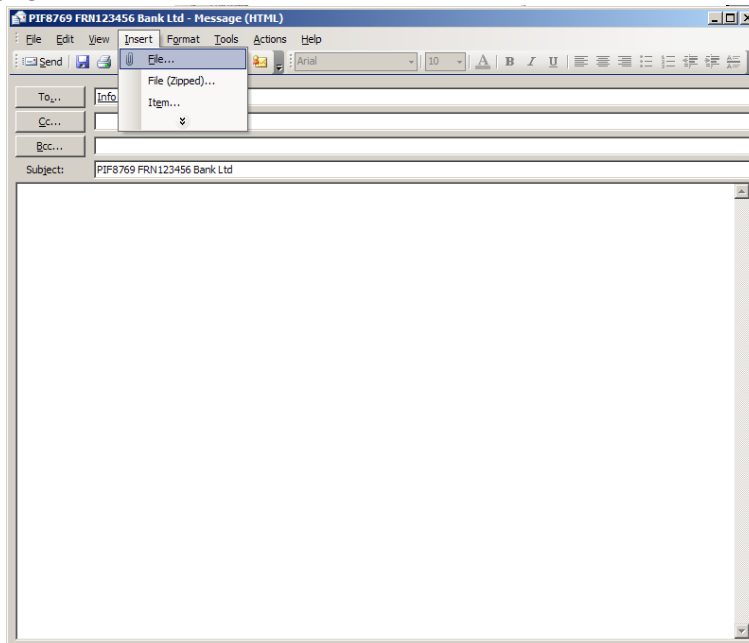
Address the email to info.exchange@uk.experian.com

In the subject box enter PIF8769 FRNXXXXXX **Firm Name**

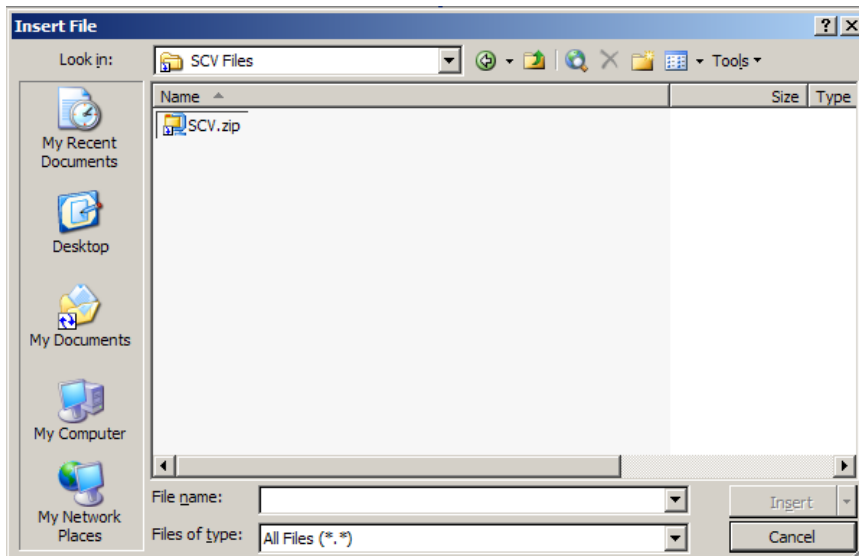
Where **XXXXXX** is your Firm Reference Number and **Firm Name** is the name of your organisation.



Now click on the "Insert" menu, found at the top of the email window and select "File" from the options

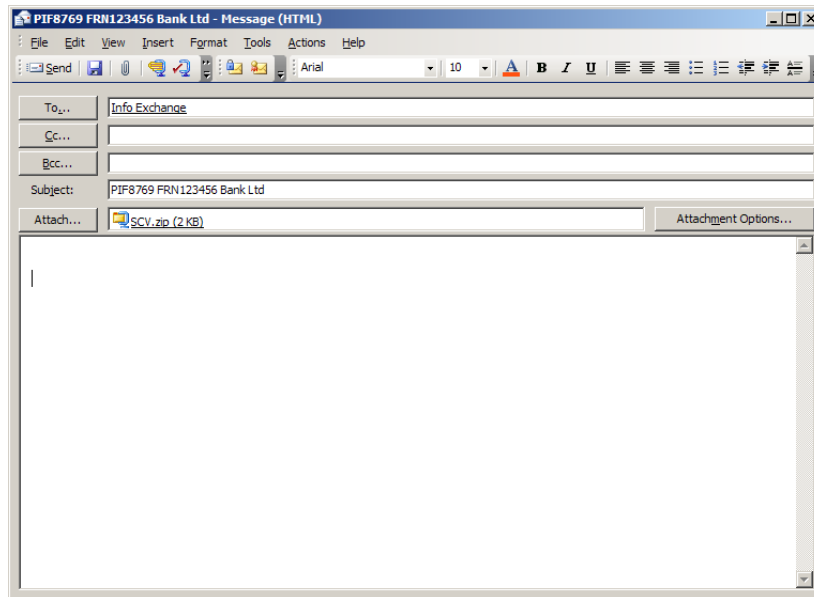


This will open a standard windows explorer window.



Highlight your SCV File archive (WinZip file) and click the “Insert” button. This will attach the file to the email.

You should now have an email which looks similar to the one below



| This is now ready to send.

Step 5 - Password Notification

To allow Experian to process the file, you will also need to send the password in a separate email. Compose an email and send it to info.exchange@uk.experian.com, use the same subject line as the email with the file attached

Contact Us

If you are having difficulty with any of the steps above, please contact our FSCS Verification team on

Email – FSCSVerification@uk.experian.com

Telephone - 0844 481 5801