



PACIFIC LIFE



# ABUSE MAILBOX GUIDELINES

v 3.0

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.

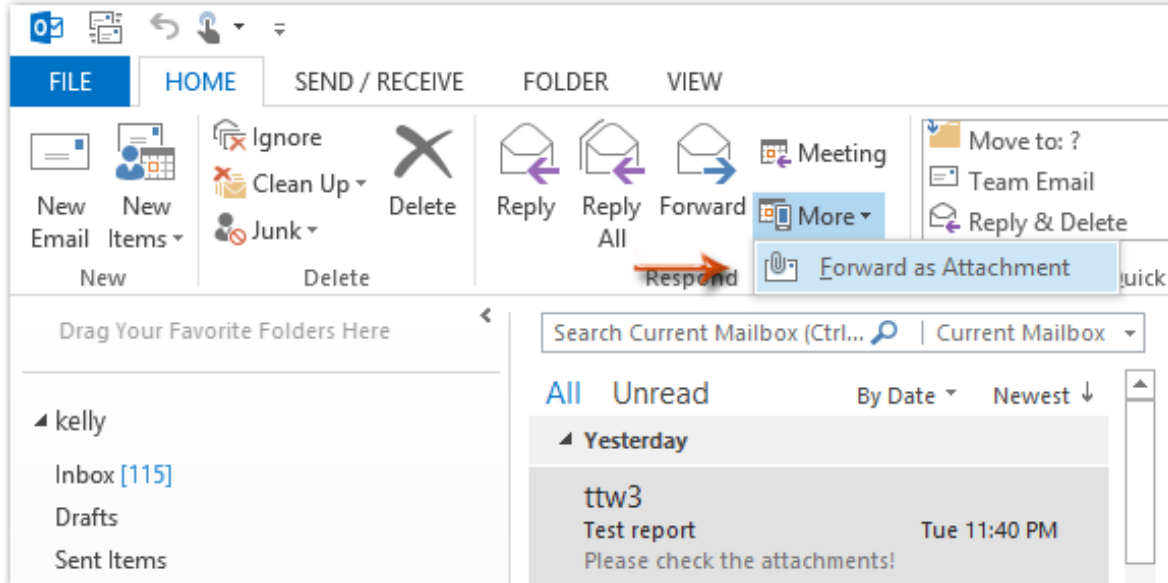
### STEP 1:

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 2016 and 2013, select the email and then in the Respond group, click **More** and then click **Forward as Attachment**. There's also a keyboard shortcut you can use instead. Just select the message you want to forward and press **Ctrl+Alt+F**.
2. In Outlook 2010 and 2007, select the email and then right click **More > Actions > Forward > as Attachment**.



3. Compose the forwarding message to [Abuse@PacificLife.com](mailto:Abuse@PacificLife.com), and click the **Send** button.

## Forwarding Messages as an attachment from Apple Mail

To forward a message as an attachment, select the email and then select **Message Forward as Attachment** from the menu bar.

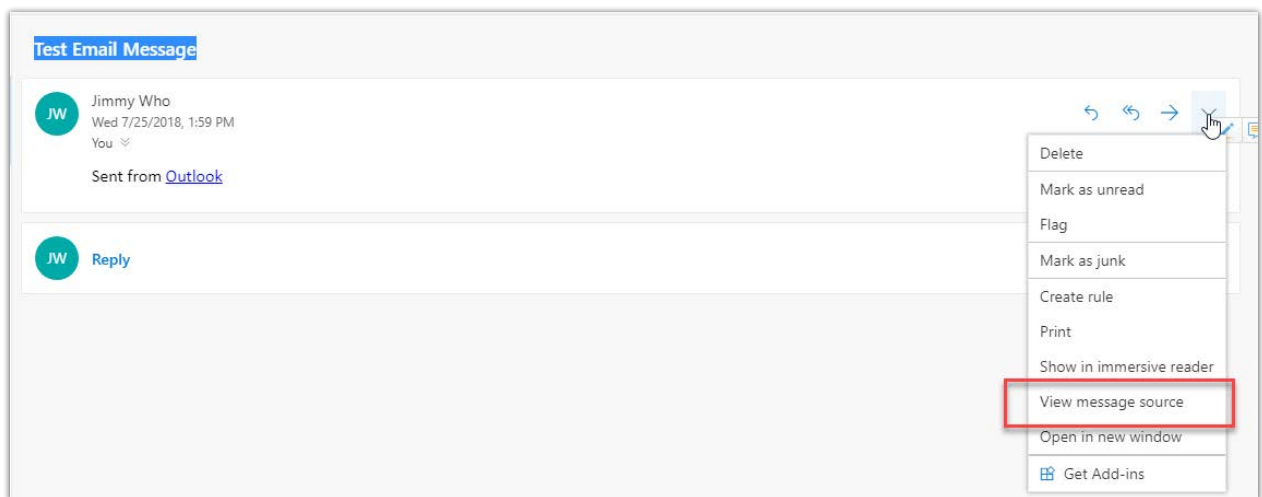
## Forwarding Messages as an attachment from Outlook.com

To forward an email as a complete copy by attachment, first **save it as an EML File** to your computer or device:

1. Open, in **Outlook.com** on the web, the message you want to forward in full as an attachment.



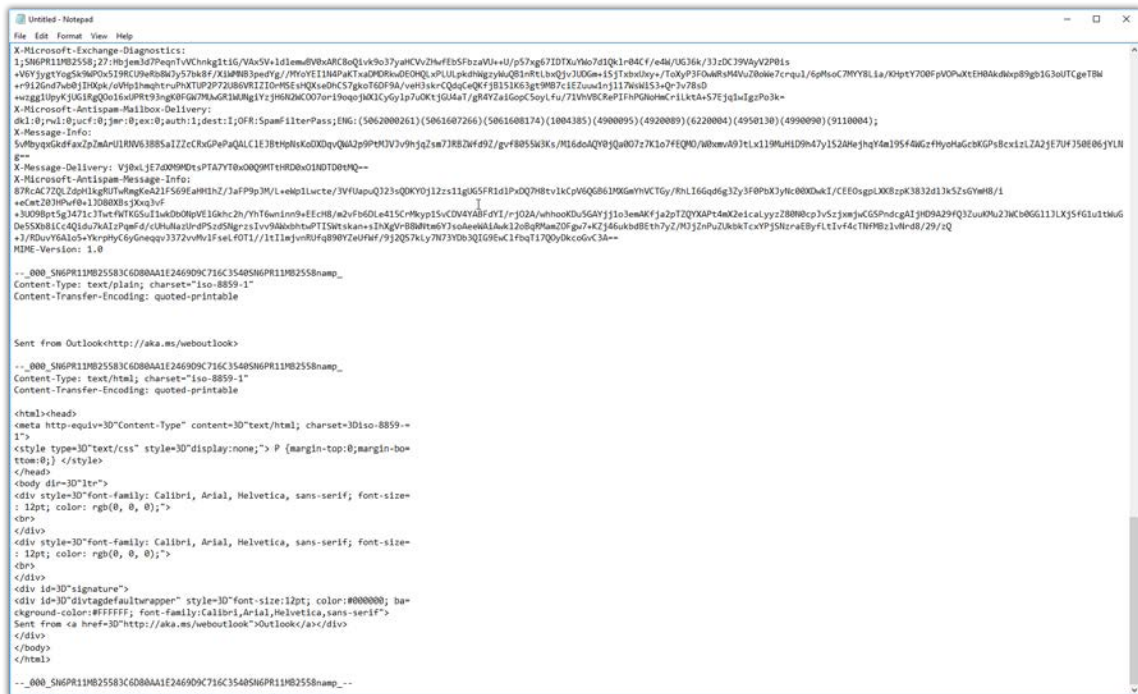
2. Highlight the email's subject with the mouse.
3. Press **Ctrl-C** (Windows and Linux).
4. Click **Actions** in the email's header area.
5. Select **View message source** from the menu that shows.



6. Click in the message source tab or window in your browser.
7. Press **Ctrl-A** (Windows and Linux) and verify the whole message source is highlighted.

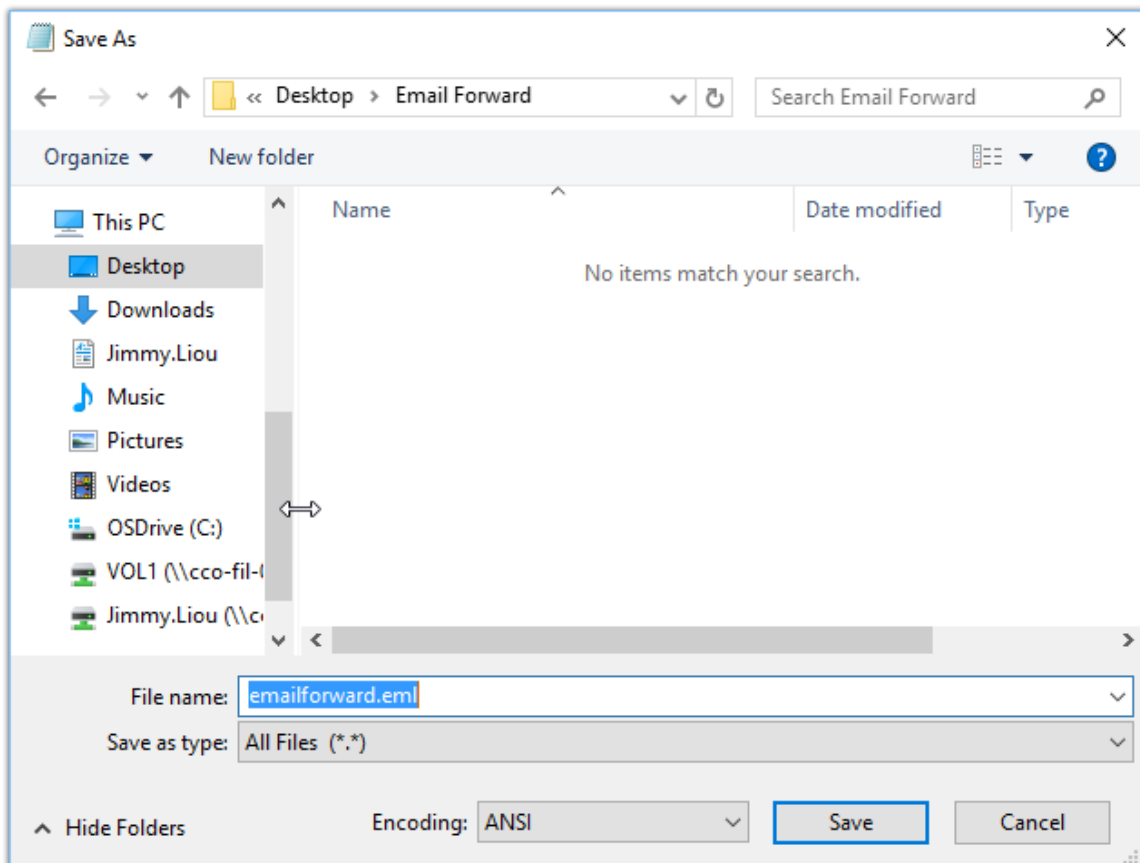


8. Now press **Ctrl-C** (Windows and Linux)).
9. Open a Text Editor (Notepad).
10. Create a new plain text document.
11. Press **Ctrl-V**.



12. Verify the document now contains all of and only the message source you copied.

13. Save the document as **.eml file** using “Save As” and changing the type to “All Files”.

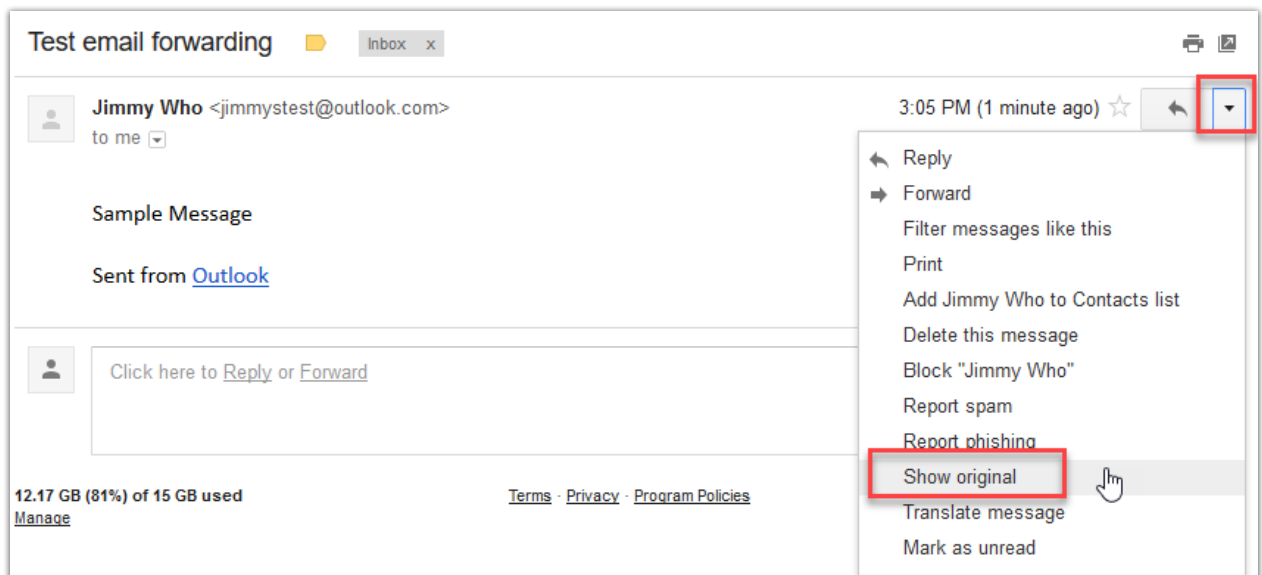


14. Create a new email in Outlook.com and attach the .eml file you just created.
15. Click **Send**.

## Forwarding Messages as an attachment from Gmail

To attach an email in Gmail you must first save each message you want to forward as an EML file.

1. Open the message.
2. Click the **More button** (▼) next to Reply near the email's top.



3. Select **Show original** from the menu that has appeared.
4. Now save the file linked from **Download Original**.

Original Message	
Message ID	<SN6PR11MB25580C1D291BA8D8B87D991FC3540@SN6PR11MB2558.namprd11.prod.outlook.com>
Created at:	Wed, Jul 25, 2018 at 3:05 PM (Delivered after 1 second)
From:	Jimmy Who <jimmystest@outlook.com>
To:	[REDACTED]
Subject	Test email forwarding
SPF:	PASS with IP 104.47.46.201 <a href="#">Learn more</a>
DKIM:	'PASS' with domain outlook.com <a href="#">Learn more</a>
DMARC:	'PASS' <a href="#">Learn more</a>

Download Original

```

Delivered-To: onetinyr@gmail.com
Received: by 2002:a02:d45:0:0:0:0 with SMTP id 66-v6csp1338659jax;
Wed, 25 Jul 2018 15:05:08 -0700 (PDT)
X-Google-Smtp-Source: AACMgpfl/QhA9eDyJJ57c2ZvsSxbIq3+/VxxNEkmi7yMRq/lzGO90PqiDi27mzTkPAYAsPwbOaOa
X-Received: by 2002:a37:12d2: with SMTP id 79-v6mr21161348qks.299.1532556308945;
Wed, 25 Jul 2018 15:05:08 -0700 (PDT)
ARC-Seal: i=1; a=rsa-sha256; t=1532556308; cv=none;
d=google.com; s=arc-20160816;
b=oG7Q+5uy5MGQdR1U6mGmaZ0d8UveXgAHG04f0EgivaE4PDHZiAqL4dm7aoTh+ZmXi+
heTxAvmta0KXOYEGrn2BdTfPMoSJR9WY7ZA7h8MnpW+fscX7M4X0rLVK1CYCxdixU0i
72m4Bavml1j1SC8jlp10/seXpg2i44j/gcfC5B+tImLRQP3dCz+dXjIcT5hoCTndHb5l
y2P3qzk4dnmj3etL+lxoTXnT/je8DkmUqkGdY8T7lwCe7wiaFzX5YwtkjBbopDNCeFWF
EovWC1lyw3c8pEl30JGtWJionbf2YKEGLObl+X+xxunb1q27AyV1ousaG15E3gdtvAC5
Lzcw==
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816;
h=mime-version:content-language:accept-language:message-id:date
:thread-index:thread-topic:subject:to:from:dkim-signature
:arc-authentication-results;
bh=Ox+NFddSjSuNnvysmfwofLBVD6vaxI7IxrPQw1NfwIO=;
b=sr9S/EN8UybyLbyPLsr57zUefwq1JkGj3/Cr14R9ChIX+o47617FX+DNGsXSBtwzPR
tZrvOOHQcSHdEwainTrnNcTmveLJbEPiXub6FexN+tdfdiITzNw2d+VSCP.ThxmOZeZJm

```

**Note:** Make sure the saved file ends in .eml. Rename it if necessary.

Once you've saved the message as an EML file, then you can attach it to a Gmail message:

1. Start a **new message** in Gmail.
2. Type the message you want to send, then click the **paperclip (Attach files) icon**.
3. Navigate to and select the desired .eml file you saved before.
4. Click **Send**.