



Who is Contisystems?

- A company with more than 50 years of history
- Located in **Portugal** (Lisbon, Aveiro and Oporto – images on the right)
- Started with offset printing mainly for banks
- Evolved for bank card personalization and digital printing
- Turned into a **multichannel personalized communications supplier** for main national banks, insurance companies and utilities companies
- Was acquired, in 2023, by Spanish group Mailcomms
- Is now focused on **transformational services for digital secure communications** such as registered emails



What does Unicks brand stand for?



- Since 2020, the **Customer Communications Management** services provided by Contisystems have been communicated through the brand Unicks
- Unicks stands for **Universal Blocks**, a modular set of services that can address the different communication needs that companies have to reach their customers
- Unicks **aggregates data preparation tasks, template design, and document production, as well as omnichannel delivery**
- At its core, Unicks is built with **security by design**, holding the 27001 certification for information security management

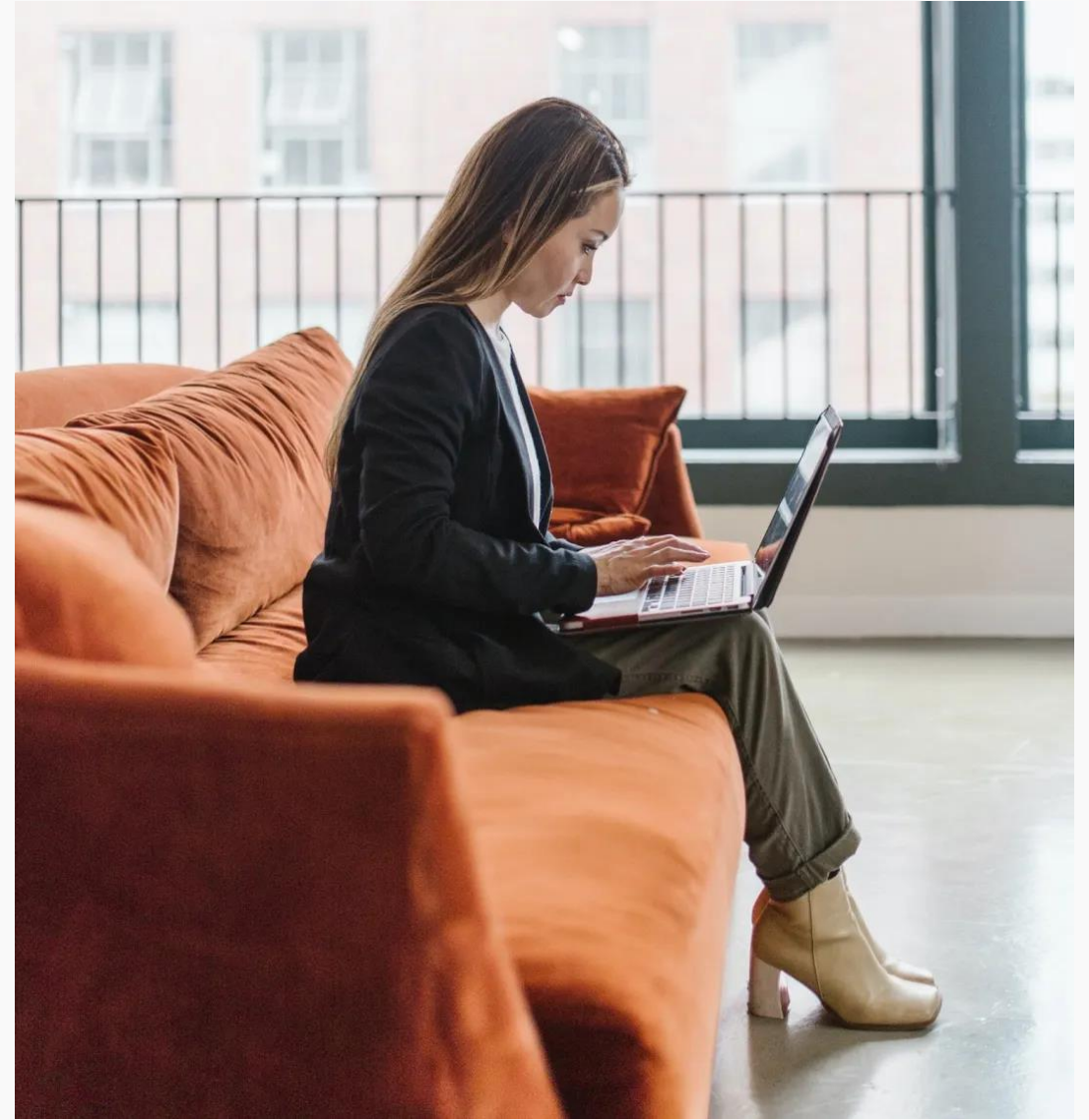
Why are we here?

- We are **working with MDS to drive digitalization** across mailroom operations and customer communications
- We are well-acquainted with the processes of brokers and insurance companies
- We've successfully deployed **Registered Email** for several organizations in Portugal, ensuring legal value and traceability
- As an **EU-regulated service (eIDAS-compliant)**, understanding its potential can be a strategic advantage
- It enables **faster, more efficient processes** — replacing traditional physical registered mail with a secure digital alternative



Registered Emails significantly reduce your operacional costs

Registered Emails are the solution that allows you to replace traditional registered mail with a digital alternative, **providing legal proof of sending and delivery**, ensuring **security, traceability, and compliance** with current regulations.



Advantages over registered mail

✓ **Safety**

Ensures the integrity of the content and protects against alterations or fraud.

✓ **Cost reduction**

Eliminates paper, printing, and postal mailing expenses.

✓ **Rapidity**

Process automation and near-instantaneous delivery of critical communications.

✓ **Operational efficiency**

Easy to archive and search the emails and respective certificates.

✓ **Sustainability**

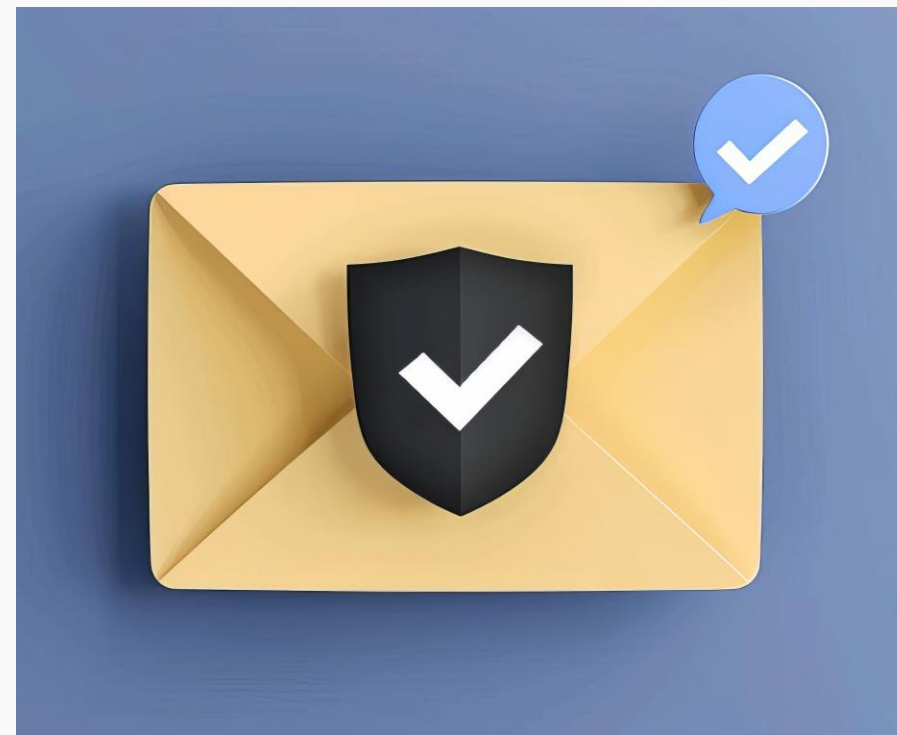
Reduces environmental impact by eliminating paper and physical transport.

✓ **Control**

Online monitoring, in real time, of the entire process.

Does it have the same legal value as traditional registered mail?

Yes! European regulations (eIDAS) guarantees the legal validity of the registered email.



What does eIDAS say?

Article 43:

- The registered email has legal value and **can be used as evidence in court.**
- Qualified registered email has the following legal presumptions:
 - **Date and time** of sending and receiving are exact.
 - The **recipient** has received the message.
 - The data **has not changed**.
 - The sender is **authentic**.

Article 44:

- To be considered as a qualified registered communication, email must:
 - Be sent by a **QERDS certified provider** (e.g. Mailteck, Customer Communications Teknalia);
 - **Identify** sender and recipient with a high level of confidence;
 - Ensure data **security and integrity**;
 - Ensure **transparency in any format change** (e.g., conversion from Word to PDF);
 - Identify date and time by means of a **qualified timestamp**.

[Click here to check all certified providers for QERDS](#)

How does it work?

Monitoring: The system records all steps of the process and generates evidence.



Sending

We send your registered e-mail in an automated way or from the request made on the Self-service Portal.



Delivery

The recipient receives the email and, depending on the configuration, may be asked to take action to refer to the document.



Legal proof

A delivery certificate (and read, depending on the service options subscribed) is generated, stored digitally for future reference.

✓ **Integration via SFTP**

Secure data sharing environment for batch high-volume document submissions.

✓ **Integration via API**

Automation of registered emails for batch or one-on-one sending.

✓ **Self-Service portal**

Sending and managing manually registered emails for one-on-one sending.

Integrate them into
your operations
simply and
efficiently.



Integration via SFTP

Secure data sharing environment for batch high-volume document submissions.



Integration via API

Automation of registered emails for batch or one-on-one sending.



Build communications

Now we have received the data, we will fill in the templates and get all the content ready



Follow the flow

Based on the rules predefined and the content built, the communications will be sent



Email sent

Possibility to track and trace the whole process in real time



Certificate issued

Based on the rules predefined and the content built, the communications will be sent

Anexos

Nome	Descrição	Modificação
corpo de email_gwbd2.html		13-02-2
vantagens-emails-registados.pdf		13-09-2

Documents attached to the email

Rev. 1: Assinado por CUSTOMER COMMUNICATIONS TECKNALIA, S.L. <rpastor@customercom>

Assinatura válida:

Fonte de origens confiáveis obtida de European Union Trusted Lists (EUTL).

O documento não foi modificado desde que esta assinatura foi aplicada

Identidade do assinante válida

A assinatura inclui um carimbo de data/hora incorporado.

A assinatura é habilitada para LTV

Detalhes da assinatura

Motivo: Firma digital de certificado de evidencias electrónicas

Local: Madrid

Detalhes do certificado...

Última verificação: 2025.03.27 15:53:02 Z

Campo: firma na página 1

[Clique para exibir esta versão](#)

Information of the intervenients and associated events

Signature of the QERDS (Qualified Electronic Registered Delivery Service) provider

unicks

MAILCOMMS GROUP

Customer Communications Tecnalia, S.L., s. a. de N.º de N.º 886414000 enquanto Fornecedor de Serviços Certificados de Entrega Electrónica, certifica que a informação contida no presente documento é a informação contida nos seus registos do Serviço de Entrega Electrónica.

1. DETALHES DA TRANSAÇÃO

Estado de finalização (13/02/2025 10:59:44) | Data de criação 13/02/2025 10:59:41 | Data de certificação 13/02/2025 11:00:01

Correio electrónico entregue em host de destino

Este certificado foi depositado notarialmente no arquivo MD-202502_CERTYSIGN_GLOBAL. Você pode verificar a autenticidade deste documento em <https://verificar.mailcomms.io> com os seguintes dados:

TRID (ID Transação) PSRZDAN17944438092EOQW4U8G2597Y7ZJX9M8 | CSV (Código seguro de verificação) 5052424344404E00250111040410

2. INTERVENIENTES DA TRANSAÇÃO

REMETENTE DA COMUNICAÇÃO

DADOS DO REMETENTE DA COMUNICAÇÃO

Nome da empresa Cortixsystems - Tecnologias de Informação, S.A.

N.º DO IVA 504227114

INTERVENIENTE RICARDO GARCIA

DADOS DO INTERVENIENTE

Nome do Interviente [Redacted]

Número de documento de identificação do Interviente [Redacted]

Endereço de correio electrónico [Redacted]

ARQUIVOS E FICHEIROS DA TRANSAÇÃO VINCULADOS AO INTERVENIENTE

corpo de email_gwbd2.html
Hash: C2C7E8BCE2A28DEC7B83E1E460CAB62ACAB6365C4FA22E183ABE946E9F2ABE

vantagens-emails-registados.pdf
Hash: 2FEA8B700E5A83C86E703468E77B8751A69C101552C45A7D6CB81D28B8A4A5

3. EVENTOS REUNIDOS DURANTE O PROCESSO

13/02/2025 10:59:42 | Interviente Ricardo Garcia

CORREIO ELECTRÓNICO REMETIDO

ID: PSRZDAN179444381, Email: rg.ricardogarcia@gmail.com, Body: corpo de email_gwbd2.html, ATT: vantagens-emails-registados.pdf

* Todas as referências de data e hora do certificado estão representadas no fuso horário UTC no formato 'dd/mm/aaaa HH:mm:ss'

AENOR | **MDAS** | O presente certificado foi gerado através de um sistema seguro e confidencial, e não registo de dados, mas não o interacciona, não o revela, nem o controla. Madrid, quinta 13 fevereiro 2025

Customer Communications Tecnalia, S.L. é um Fornecedor Europeu de Serviços Electrónicos de Confiança, de acordo com o Regulamento eIDAS.

Security and Personalization

Qualified Registered Emails allow **different levels of authentication of the recipient, increasing the security** of communication according to the needs and desired levels of security.



Types of experience

✓ **Attached document**

The recipient finds, in the email they receive, direct access to the attached document.

✓ **Direct access link**

The recipient can open the email and access the document via link, without additional authentication.

✓ **Application for acceptance**

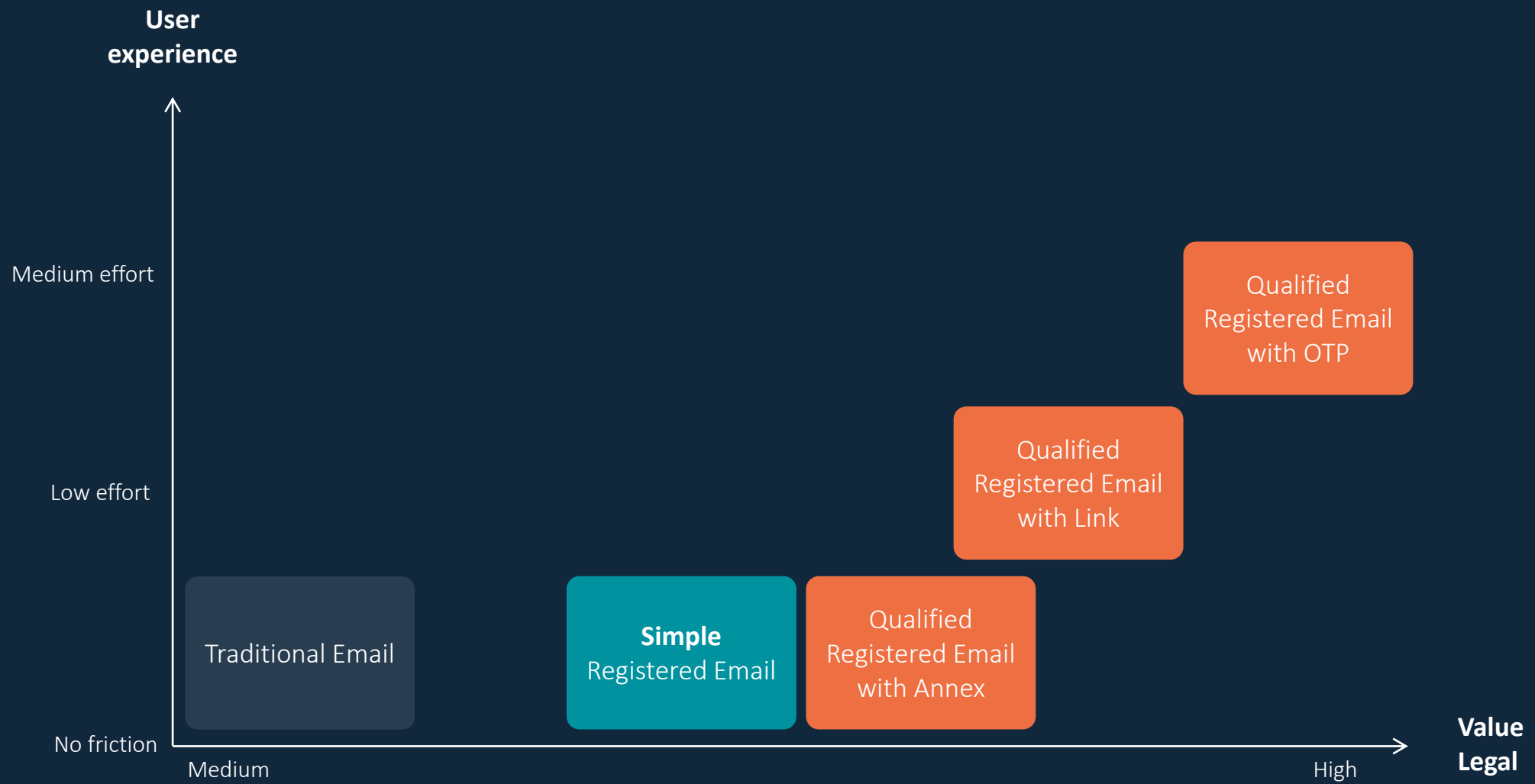
After clicking on the link, but before viewing the document, the recipient must confirm that they accept the message.

✓ **Data validation**

After clicking on the link, but before viewing the document, you are required to enter information (e.g. customer number).

✓ **OTP code by SMS**

After clicking on the link, but before viewing the document, it is required to enter a unique code sent by SMS.



Why you should quit using registered physical mail

✓ **Safety**

The registre does not hold any proof on the content on the sent letter.

✓ **Costs**

You keep paying for paper, printing, and postal mailing expenses.

✓ **Slow**

Processes take days, or even weeks longer than the digital alternative.

✓ **Operational difficulties**

Requires phisical space to store and time & people to search whenever needed.

✓ **Sustainability**

Has significant environmental impact by using paper, printing and physical transport.

✓ **Control**

You do not have any news of the process until you get the receipt confirming your mail delivery.

