



# Email Banners: What To Expect

## Banners

Customizable banners can be applied to emails to warn of danger or advise caution, helping users safely navigate their inbox.

- Banners are applied based on both email verdicts and contextual analysis.
- Banners can be added to emails delivered to the inbox or moved to the junk folder in Outlook.
- Banners are applied based on policy actions. If no policy actions include banners, they will not be added to emails.

## Customizing Banners

Both the color and text of banners can be customized.

Name	Color	Message	
Banned	■	Warning! Mesh suspects this email is Banned. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>
Clean	■	Warning! This email originated from outside your organization. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognise the sender and know the content is safe.	<a href="#">✎</a>
Impersonation	■	Warning! Mesh suspects this email is Impersonation. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>
Infomail	■	This email has been categorized as Infomail. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe.	<a href="#">✎</a>
Malware	■	Warning! Mesh suspects this email is Malware. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>
Phishing	■	Warning! Mesh suspects this email is Phishing. [From: {{sender}}, {{source}}]**	<a href="#">✎</a>
Policy-Geo	■	Warning! This email originated from a country not permitted by your organizational policy. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe.	<a href="#">✎</a>
Spam-Definite	■	Warning! Mesh suspects this email is Spam. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>
Spam-High	■	Warning! Mesh suspects this email is Spam. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>
Spam-Likely	■	Warning! Mesh suspects this email is Spam. [From: {{sender}}, {{source}}] Contact your IT Provider before clicking on any links or responding to the email.	<a href="#">✎</a>

**Warning! Mesh suspects this email is Phishing. [From: noreply@commbank.com.au, External]**

Contact your IT Provider before clicking on any links or responding to the email.

*Sample banner when applied to an email.*

# Email Banners: What To Expect

## Contextual Banners

Our Contextual Banners feature will display when an email has received a clean verdict but there are certain characteristics our filters have noticed.

The idea of this feature is to advise caution and encourage users to think about the context of the requests being made.



These banners are automatically enabled for policies that have the clean verdict action set to “Deliver + Banner”. Learn more about policies here: [Creating Policies](#)

CONTEXTUAL BANNERS		
Name	Color	Message
Clean-Invoice	■	Warning! This email contains invoice/payment related content. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe. <a href="#">🔗</a>
Clean-DisplayName	■	Warning! The email sender closely matches someone in your organization. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe. <a href="#">🔗</a>
Clean-Payroll	■	Warning! This email contains payroll related content. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe. <a href="#">🔗</a>
Clean-Financial	■	Warning! This email contains financial related content. [From: {{sender}}, {{source}}] Do not click links or open attachments unless you recognize the sender and know the content is safe. <a href="#">🔗</a>

## Contextual Banner Categories

Clean - Invoice                      This email contains invoice/payment related content.

Clean - Display Name              The email sender closely matches someone in the customer’s organization. Learn more about impersonation and display name matching here: [User population & Impersonation Detection](#)

Clean - Payroll                      This email contains payroll related content.

Clean - Financial                      This email contains financial related content.