



SUISSE

E-Banking Communication – Secure Messages Quick Guide

Communication Secure Messages – Quick Guide



What is E-Banking communication?

E-Banking Communication provides a simple and secure way to interact with your Relationship Manager. It allows you to exchange information, request appointments, and send documents safely. To receive notifications when a new message arrives, please enable push notifications, for more information about them please consult the next page.

How to Use This Feature?

1. Go to your Communication Portal
2. Choose the type of request you want to submit
3. Fill out the form with the required information, and, if needed, attach any relevant files.

The screenshot shows the BIL Communication Portal. The left sidebar has a 'Communication' button highlighted with a purple box and a '1' in a circle. The main area is titled 'Communication' and shows a 'New' button. A dropdown menu '2' is open over the 'New' button, showing 'New request' with sub-options: 'Appointment', 'Phone call', and 'Information'. The right side of the screen shows a 'Details of request' form with fields for 'Subject*', 'Related client', 'Related portfolio', and 'Message*'. A file upload section at the bottom right says 'Drag and drop files here or browse'. A purple box labeled '3' is over the top right corner of the form area.

Details of request
Please complete and submit this form

Subject*
Related client
Related portfolio
Message*
0 / 2500

Upload file
Drag and drop files here or browse

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How do I see if my RM has replied to my message?

You can check this by going to the communication portal and checking the New Inbox.

A screenshot of the BIL Communication portal. The left sidebar has a 'Communication' section highlighted in gold. The main area shows a 'Communication' page with a 'New' tab selected in a gold bar. A table lists one message: '18 Nov 2025 I have a question regarding my portfolio Information' with an 'Open' button. The table has columns for checkbox, Last updated, Subject, Type, Attachments, Status, and Actions. The bottom of the page shows pagination: 'Items per page: 20' and '1 - 1 of 1'.



If you wish to get notified whenever your RM sends you a new message, please activate the Mobile Banking Push Notifications. This can be done in the Settings section by creating a Secure Messages Subscription. For more details, please refer to the [Push Notification Quick Guide](#) allocated under E-Banking User Guides.

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How do I reply to my RM?

1. Go to Reply or Attach File to reply to the conversation
2. If the issue or motivation for the communication has been resolved, you can click on Resolve to close the communication

A screenshot of the BIL mobile application interface. The top navigation bar is gold with the BIL logo. The left sidebar has a gold header and contains the following menu items: Home, Accounts, Positions, Portfolios, Payments, Trading, Documents, Communication (which is highlighted in gold), Notifications, and Settings. The main content area shows a communication message. The message header is "I have a question regarding my portfolio" with tabs for "Messages" (selected) and "Details". The message body is "I have a question regarding my performance". Below the message is a reply: "perfect, lets schedule a meeting on monday and discuss it". The timestamp for the reply is "18 Nov 2025 17:38:20". At the bottom of the message screen are two buttons: "Attach file" and "Reply". A purple circle with the number "1" is over the "Reply" button, and a purple circle with the number "2" is over the "Resolve" button in the top right corner of the message area.

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BANQUE INTERNATIONALE À LUXEMBOURG (SUISSE) SA

Bahnhofstrasse 20 | CH-8001 Zurich

Pl. de la Synagogue 5 | CH-1204 Genève

Piazza Alighieri Dante 8 | CH - 6900 Lugano

Tel.: +41 58 810 8292

www.bil.ch

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