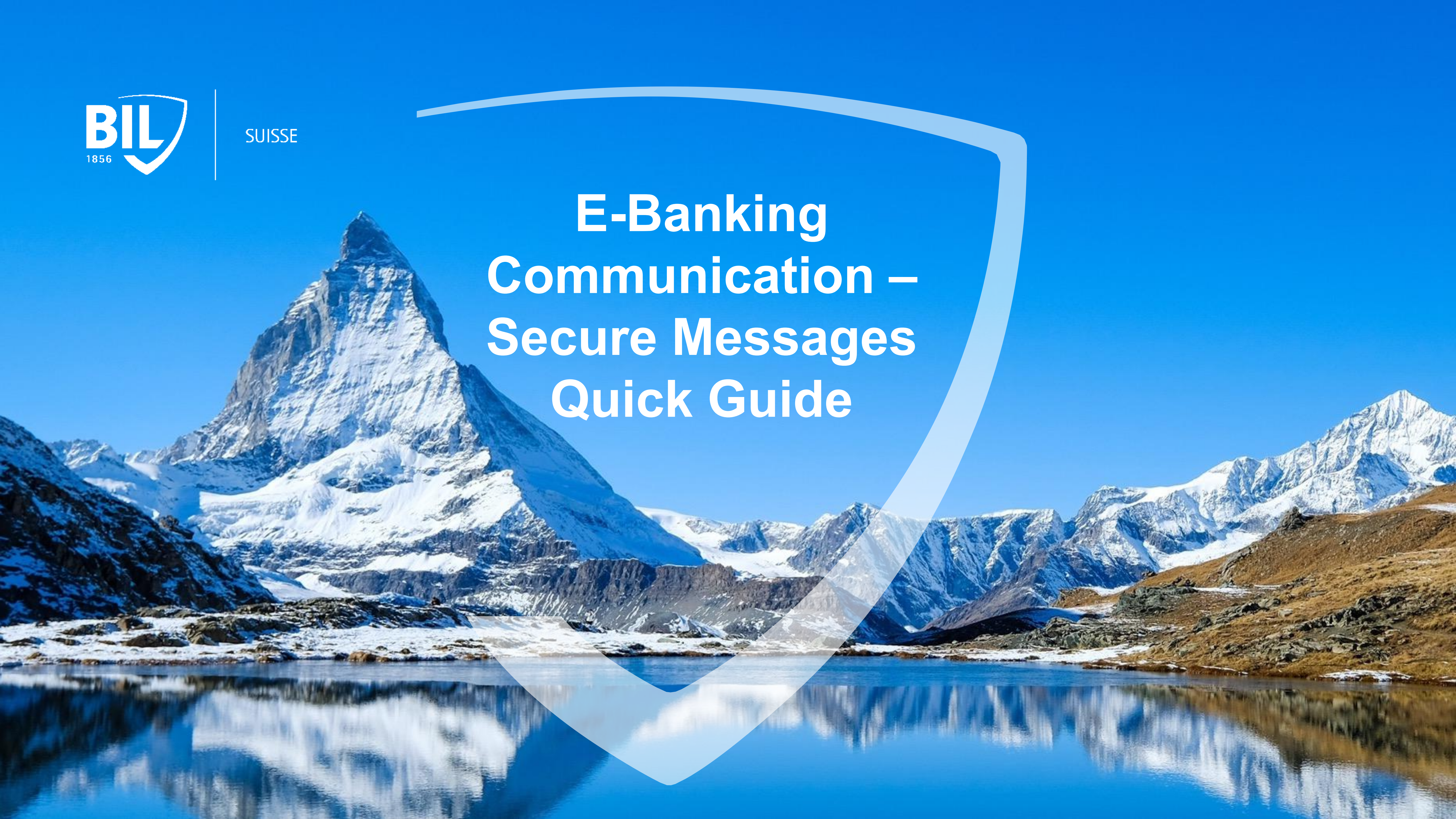
E-Banking Communication – Secure Messages Quick Guide



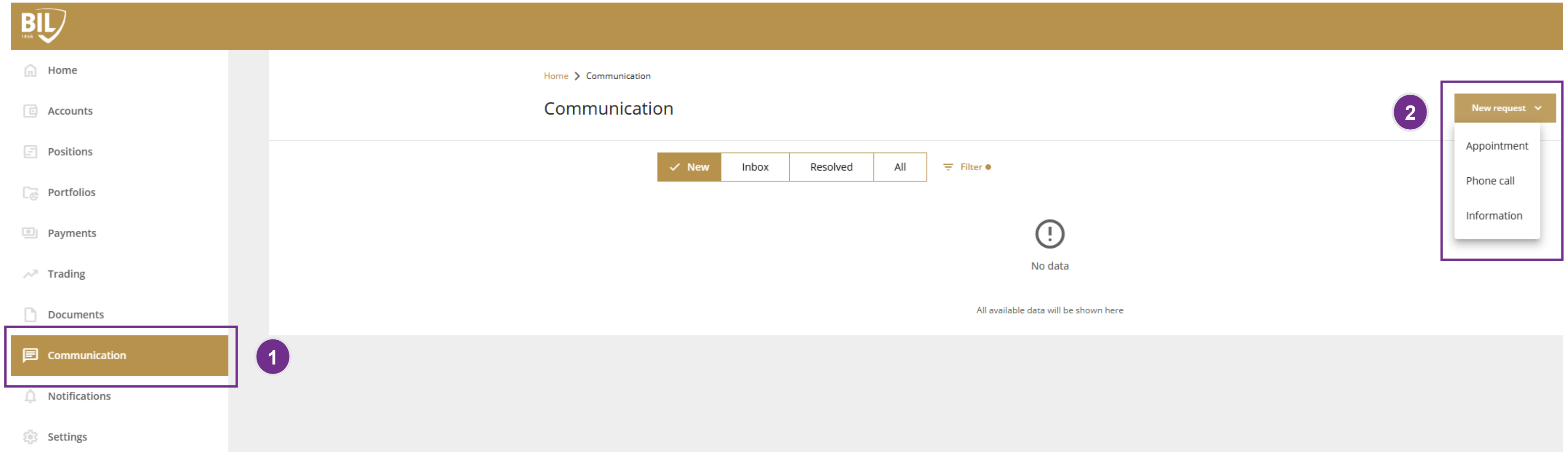
Communication Secure Messages – Quick Guide

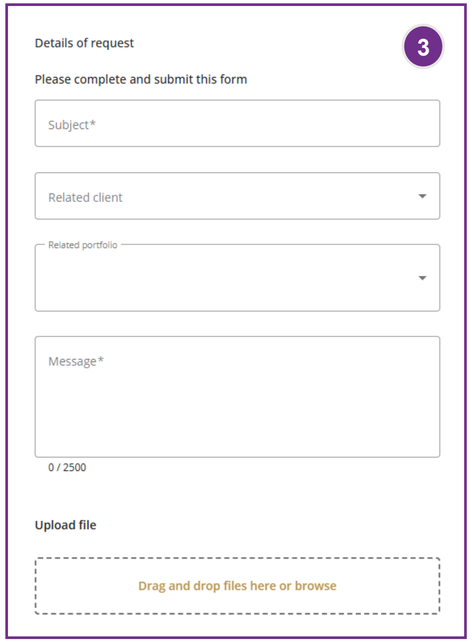
What is E-Banking communication?

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.





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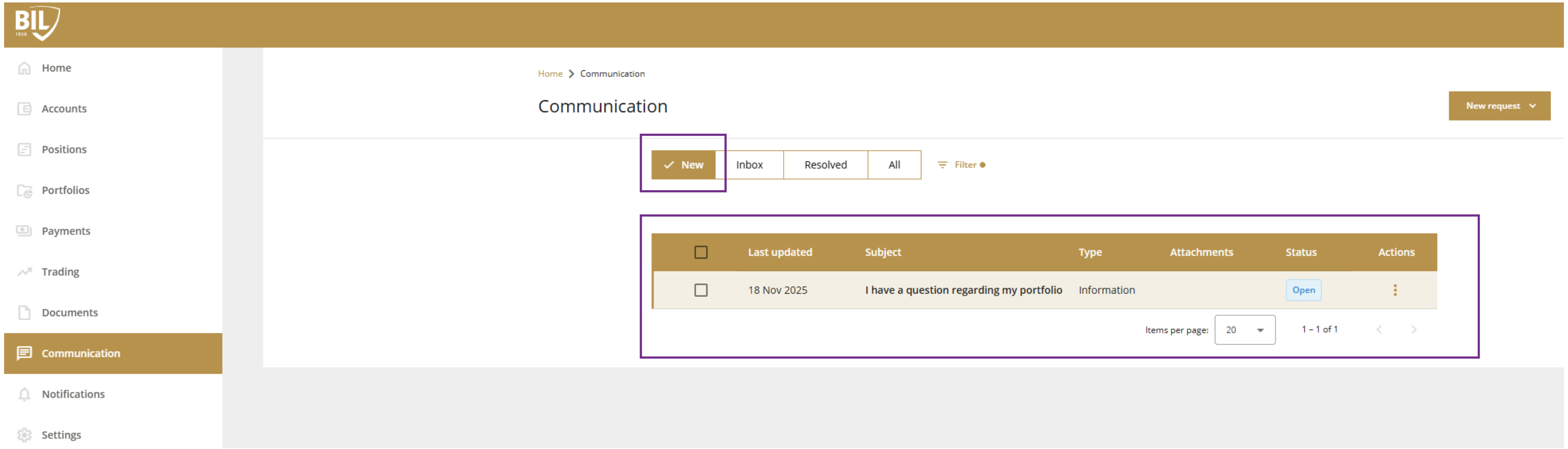
How do I see if my RM has replied to my message?

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



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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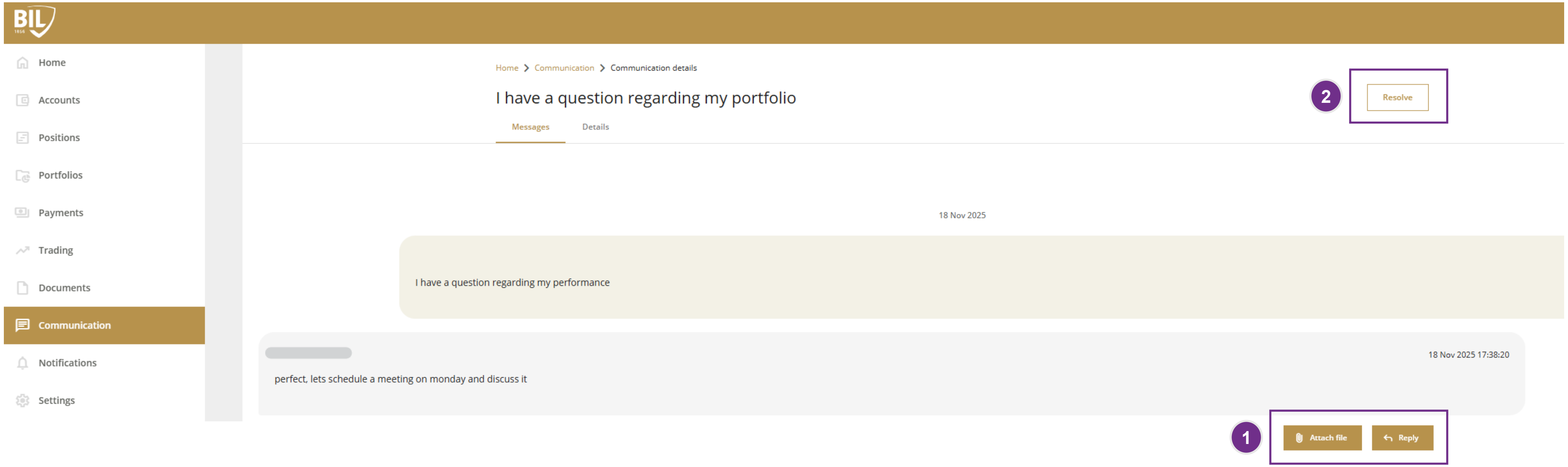
How do I reply to my RM?

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



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