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E-Banking Communication – Secure Messages Quick Guide

Communication Secure Messages – Quick Guide

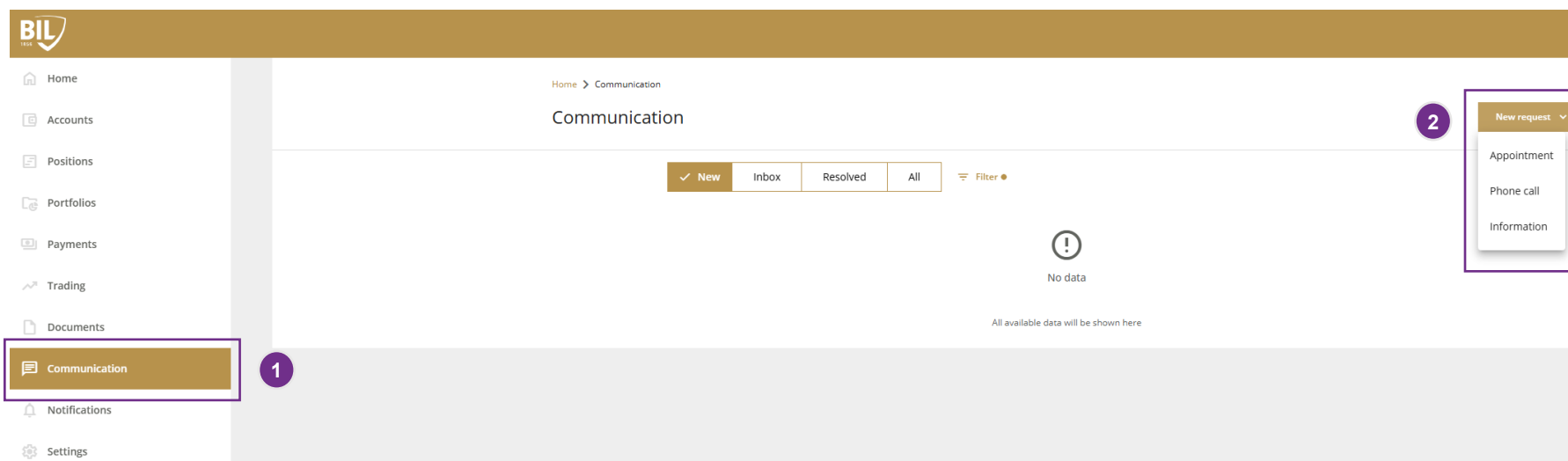


What is E-Banking communication?

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.

The screenshot shows the BIL Communication portal. On the left is a navigation menu with options: Home, Accounts, Positions, Portfolios, Payments, Trading, Documents, Communication (highlighted), Notifications, and Settings. The main content area is titled 'Communication' and includes a 'New request' button. Below this, there are tabs for 'New', 'Inbox', 'Resolved', and 'All', with 'New' being the active tab. A table displays communication messages with columns: checkbox, Last updated, Subject, Type, Attachments, Status, and Actions. One message is listed with the subject 'I have a question regarding my portfolio' and a status of 'Open'. At the bottom right of the table, it shows 'Items per page: 20' and '1 - 1 of 1'.

	Last updated	Subject	Type	Attachments	Status	Actions
<input type="checkbox"/>	18 Nov 2025	I have a question regarding my portfolio	Information		Open	⋮



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

The screenshot displays the BIL 1856 user interface for communication. On the left is a vertical navigation menu with icons and labels for Home, Accounts, Positions, Portfolios, Payments, Trading, Documents, Communication (highlighted), Notifications, and Settings. The main content area shows a breadcrumb trail: Home > Communication > Communication details. Below this is the title 'I have a question regarding my portfolio' and two tabs: Messages (active) and Details. A message from the user, dated '18 Nov 2025', reads 'I have a question regarding my performance'. A response from the RM, dated '18 Nov 2025 17:38:20', reads 'perfect. lets schedule a meeting on monday and discuss it'. At the bottom right of the response, there are two buttons: 'Attach file' and 'Reply', which are grouped by a purple box and labeled with a circled '1'. At the top right of the message area, there is a 'Resolve' button, which is also highlighted by a purple box and labeled with a circled '2'.

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