

## Secure Message

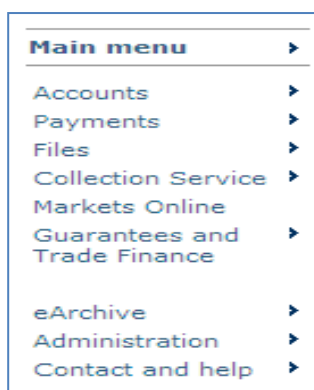
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### General

Secure Message is a service to send and receive secure messages to and from the bank.

### Menu options

You will find Secure Message options under Contact and help on the left-hand menu:



### Create and send a message

When creating a message in Secure message we have provided a list of subjects to choose from. This makes sure that we get your message to the right person.

It is important that you give us a detailed description, such as the specific account number your query relates to, to ensure that we can deal with your request as quickly as possible.

## Secure Message

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The screenshot shows a 'Create message' dialog box with the following fields and options:

- Subject:** A dropdown menu with 'Account statement and entries' selected.
- This subject relates to:** A list of options:
  - Ordering account statements
  - Changing account statement frequency
  - Duplicate statements
  - Payee information
  - Transaction details
  - Duplicate payments
  - Copy of vouchers
- Contact person:** A text input field containing 'Test contact'.
- Phone no.:** A text input field containing 'Test phone no.'.
- Detailed description:** A large text area containing 'Test description.'.

At the bottom right, there are 'Send' and 'Cancel' buttons. A legend at the bottom left indicates that red asterisks mark fields to be filled in.

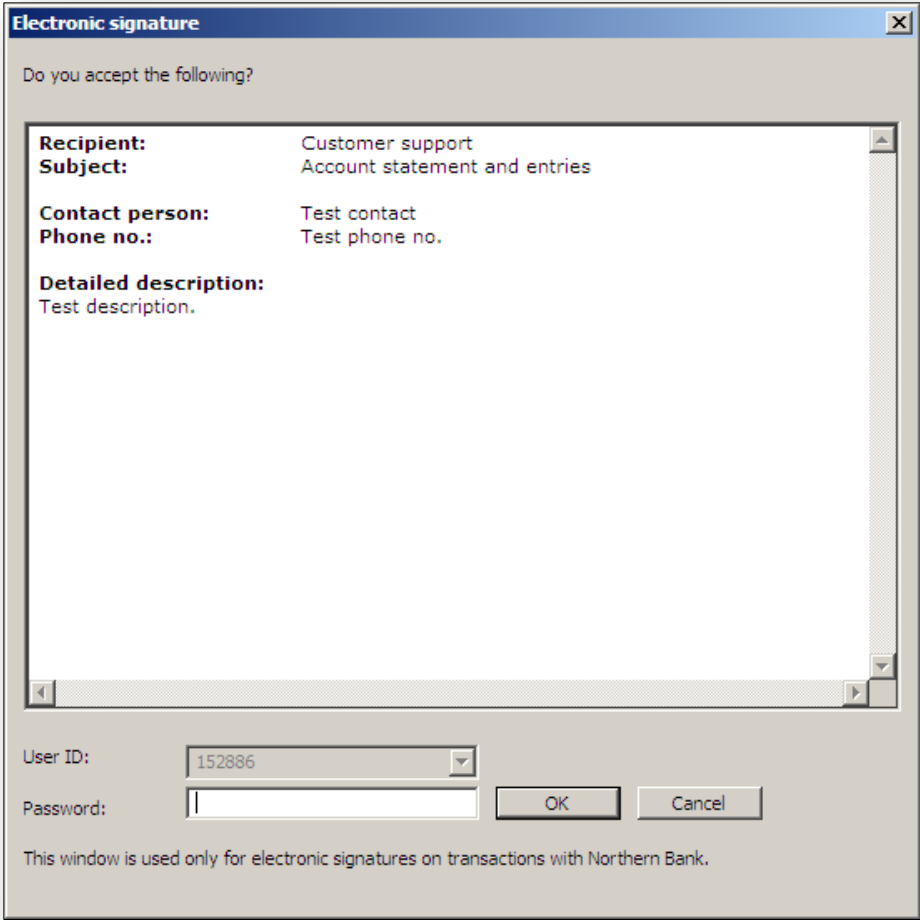
When you have completed your message click on 'send'.

## Electronic Signature

When you click on 'send' you will be asked to key in your password and click 'Ok'.

You can also click on 'cancel' if you do not wish to send the message to the bank or want to change some of the details.

# Secure Message



You will receive a confirmation that we are in receipt of your request and will respond within 1 business day.



From the confirmation screen you can also view all sent and received messages or create another message.

You can only see the messages that you send and receive. You can forward your message to other users if you want to share with them the details of your communication with us.

## My settings

You may adjust the settings in eArchive to match your needs. You will find settings in the upper right corner of the eArchive screen.

## Page help

You can get more help with each page: Click the question mark in the upper right corner, and select the topic you want to know more about:

