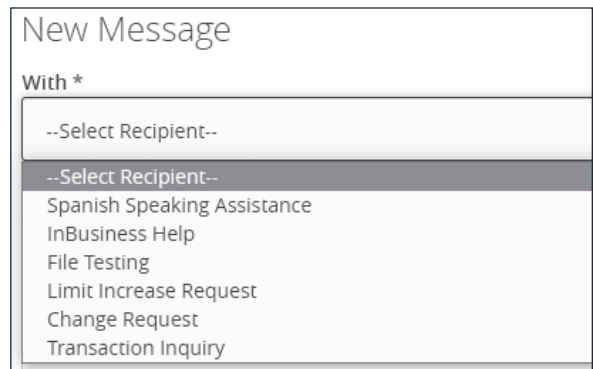


QUICK TIP GUIDE: SENDING SECURE MESSAGES

To protect your account information and provide the highest level of service, we are no longer accepting client service inquiries through email. Detailed instructions are outlined below for submitting inquiries to Treasury Management Support using Secure Messaging via InBusiness Online Banking.

STEP 1:

Log into InBusiness Online Banking, select **Messages**, select **New Message**, and select **Recipient**.



The screenshot shows a 'New Message' dialog box. At the top, it says 'New Message'. Below that is a section labeled 'With *' which contains a dropdown menu. The dropdown menu is open, showing a list of recipients: '--Select Recipient--', '--Select Recipient--', Spanish Speaking Assistance, InBusiness Help, File Testing, Limit Increase Request, Change Request, and Transaction Inquiry. The 'InBusiness Help' option is highlighted.

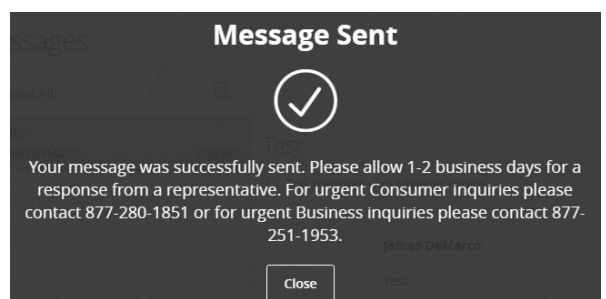
STEP 2:

Complete the required fields in the New Message request, add attachments if necessary, and then click **Send**.



The screenshot shows the 'New Message' form. It has three main sections: 'With *' with a dropdown menu showing 'InBusiness Help'; 'Subject *' with a text input field containing 'Test' and a 'Supported Attachments' icon; and 'Message *' with a large text area containing 'Test'.

Once your message has been sent, you will receive a confirmation notice.



The screenshot shows a dark grey confirmation notice titled 'Message Sent'. It features a white checkmark icon in a circle. Below the icon, the text reads: 'Your message was successfully sent. Please allow 1-2 business days for a response from a representative. For urgent Consumer inquiries please contact 877-280-1851 or for urgent Business inquiries please contact 877-251-1953.' At the bottom right, there is a 'Close' button.