

HOW TO SEND A SECURE MESSAGE

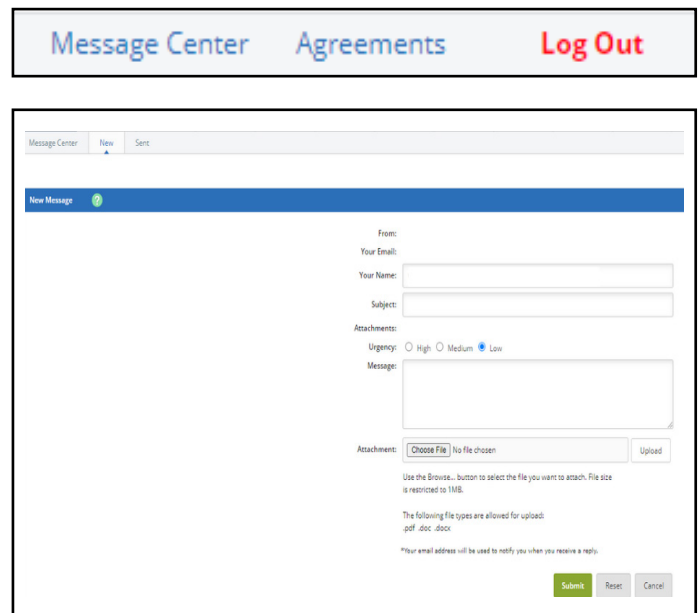
Sending a secure message through Online Banking is an easy and safe way to contact our Member Experience Team for assistance.

YOU CAN USE SECURE MESSAGING FOR THE FOLLOWING REASONS:

- Questions About Your Account or Loan
- Report a Lost or Stolen Debit or Credit Card
- Update Account Information
- Apply For a Loan or Credit Card
- Open an Account
- Order a Replacement Debit or Credit Card
- Make a Credit Card or Loan Payment
- Order an Official Bank Check
- Report Fraud

HOW TO SEND A SECURE MESSAGE:

1. Head over to [NECU.ORG](https://www.necu.org) and log into Online Banking.
Not Enrolled in Online Banking?
Learn how to enroll [here](#).
2. Once in Online Banking, look in the top right of the page and click 'Message Center'.
3. Click the 'New' tab in the top left corner of your screen and craft your message using the form provided. Be sure to select the urgency level and attach any photos, files or documents that our Member Experience Team might need to assist.
4. Once the form is complete, click 'Submit'.



The screenshot shows the 'Message Center' interface. At the top, there are navigation links for 'Message Center', 'Agreements', and 'Log Out'. Below this, there is a 'New Message' section with a green question mark icon. The form includes fields for 'From:', 'Your Email:', 'Your Name:', and 'Subject:'. There is an 'Attachments:' section with an 'Urgency:' dropdown menu set to 'Low'. A 'Message:' text area is provided for the user's message. Below the message area is an 'Attachment:' section with a 'Choose File' button and an 'Upload' button. A note states: 'Use the Browse... button to select the file you want to attach. File size is restricted to 1MB. The following file types are allowed for upload: .pdf, .doc, .docx'. A footer note says: '*Your email address will be used to notify you when you receive a reply.' At the bottom right, there are 'Submit', 'Reset', and 'Cancel' buttons.

That's it! Your message will be sent to our Member Experience Team for review and one of our friendly team members will reach out to assist within one business day. You can view any active messages under the 'Message Center' tab at anytime.