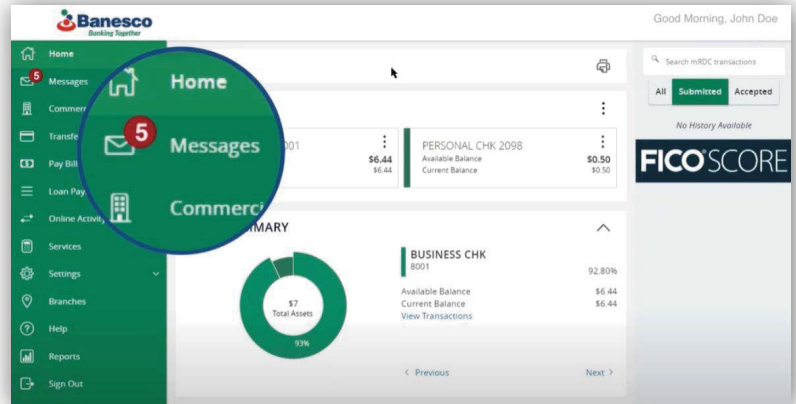


Send a secure message.

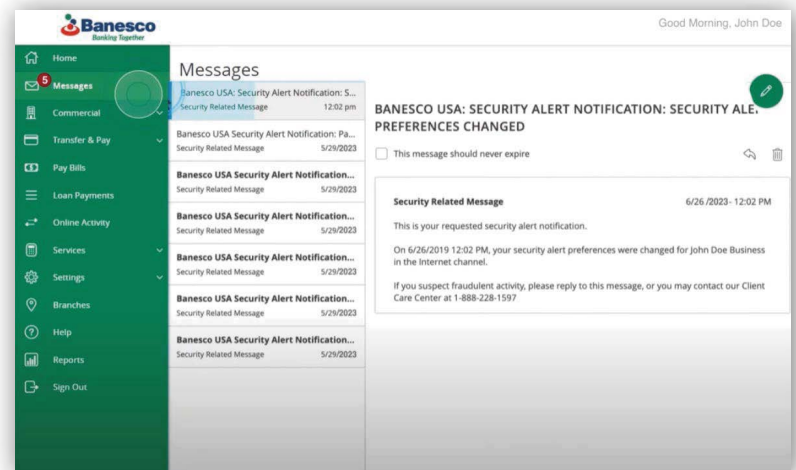
The messages feature is a secure messaging function which allows for two-way communication between the user and Banesco USA.

Since the message is delivered securely within the online banking system, sensitive material may be included such as account information or social security numbers and tax IDs.

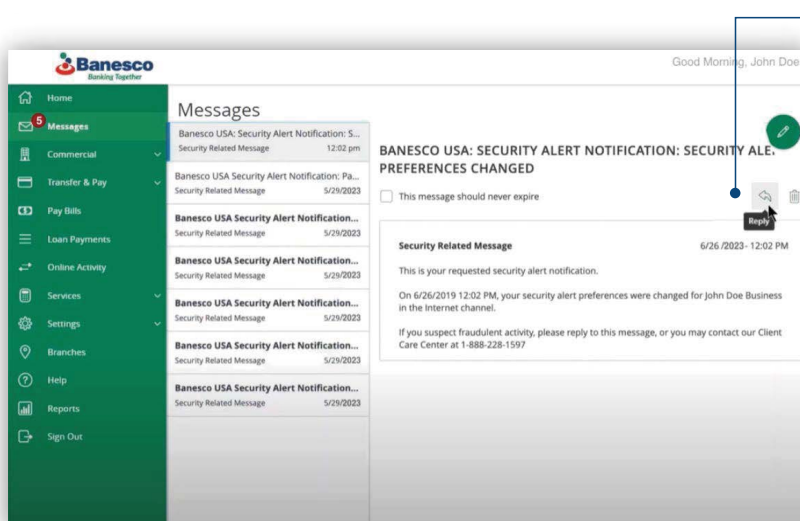
A numeric indicator will appear in red next to the messages menu, indicating how many unread messages are currently listed on the online mailbox.



1. From the menu click "Messages."
Both incoming and outgoing messages will show in descending date order with newest on top.

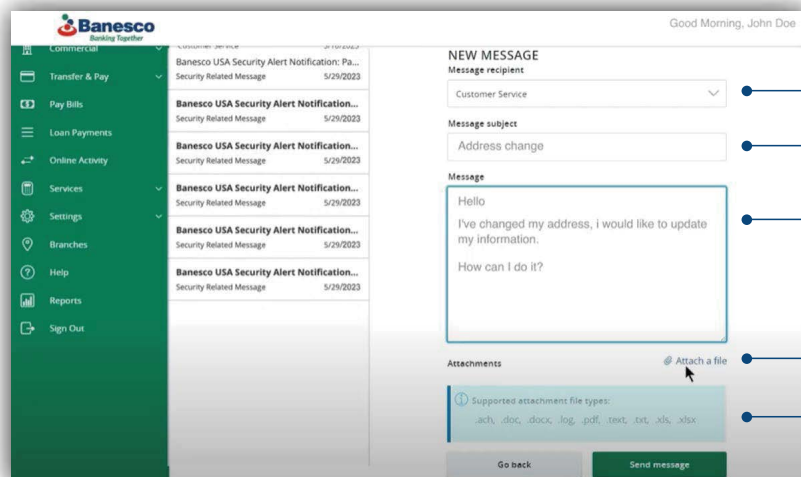


2. From a selected message, click the arrow icon to reply to a secure message, or the trash icon to delete the message.



3. To send a new message, click the pencil icon on the top right side of the screen.

Send a secure message.



The screenshot shows the Banesco USA secure messaging interface. On the left is a green sidebar with navigation options: Transfer & Pay, Pay Bills, Loan Payments, Online Activity, Services, Settings, Branches, Help, Reports, and Sign Out. The main content area is titled 'NEW MESSAGE' and includes a 'Message recipient' dropdown menu (set to 'Customer Service'), a 'Message subject' text box (containing 'Address change'), and a 'Message' text box (containing a sample message). Below the message box is an 'Attachments' section with an 'Attach a file' button and a list of supported file types: .act, .dot, .docx, .log, .pdf, .text, .txt, .xls, .xlsx. At the bottom are 'Go back' and 'Send message' buttons. Numbered callouts 4 through 8 point to these specific elements.

4. Choose the appropriate “Message Recipient” from the drop-down menu.

5. Enter a message subject and message in the corresponding box.

6. Click “Attach a file” to attach a file or document if desired.

7. Supported attachment file types are listed at the bottom of the screen.

8. Click “Send Message” to submit the message to Banesco USA.