

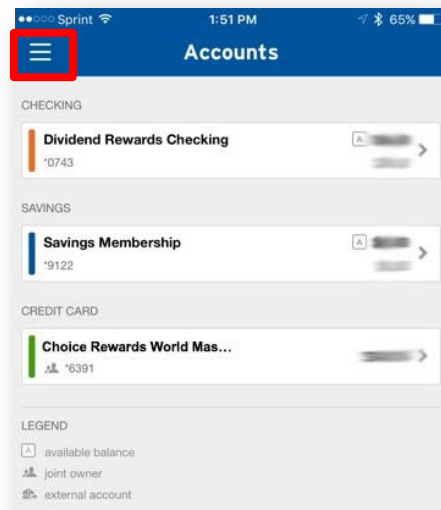


# STEP-BY-STEP GUIDE: Mobile Banking

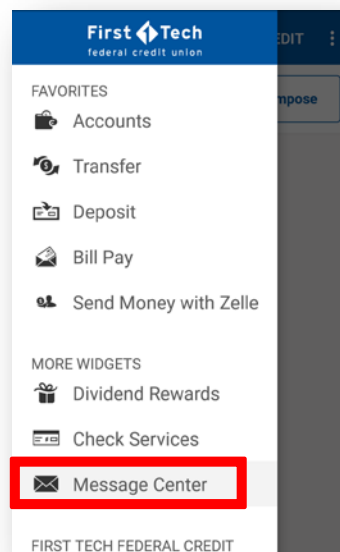
## *Sending a Secure Message*

The following step-by-step guide was developed to assist you in sending a secure message to our Contact Center Representatives in your First Tech Mobile Banking app's "Message Center." You can also contact us at 855.855.8805.

- 1) Log in to the First Tech Mobile Banking app and click the menu icon (three horizontal lines) in the upper left corner of the app:



- 2) Next, click on "Message Center":

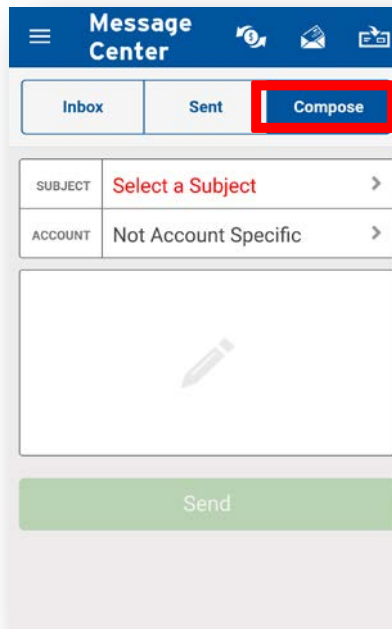




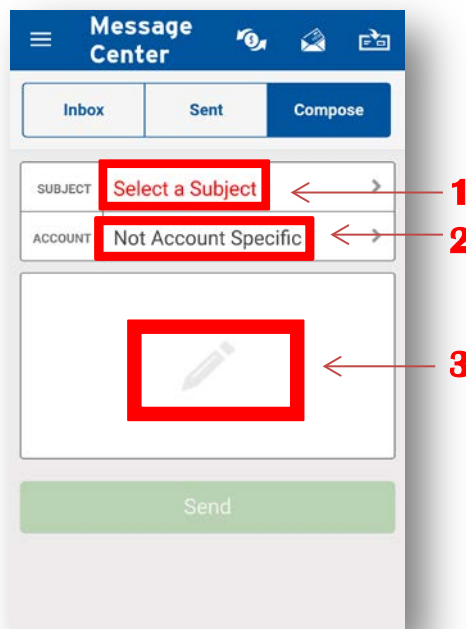
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## *Sending a Secure Message*

3) Choose “Compose”:



4) Click “Select a Subject” to tell us what you’re writing about. You can either leave “ACCOUNT” blank or click to select which account this message is specifically referring to. Then click on the pencil icon to compose the message. Click “Send” when you’re finished. You can also review past messages and replies, as well as delete messages, in the Message Center.





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### *Sending a Secure Message*

- 5) This can be done in your mobile app or in Online Banking. Our Contact Center representatives encourage our members to take advantage of the Message Center, as we want to ensure you get help when you need it.