

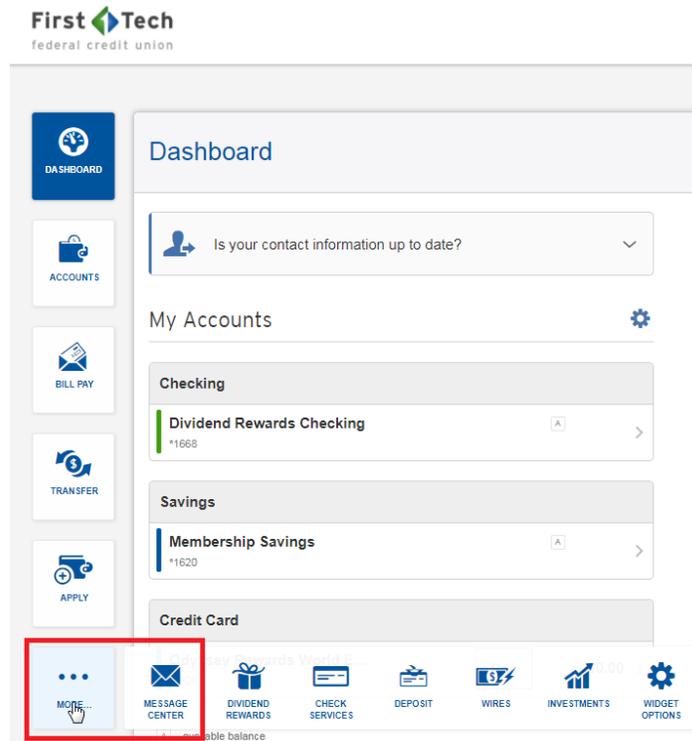


STEP-BY-STEP GUIDE: Online Banking

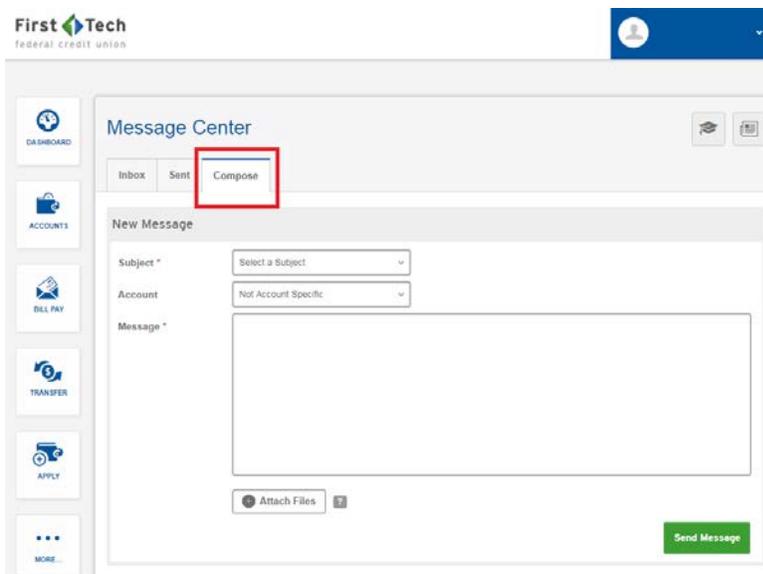
Sending a Secure Message

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 Online Banking's "Message Center." You can also contact us at 855.855.8805.

- 1) Log in to the First Tech Online Banking and click the "MORE" menu icon (three dots) on the left hand side to locate "MESSAGE CENTER":



- 2) Next, click the "Compose" tab:





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- 3) 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 start composing your message. Click “Send Message” when you’re finished. You can also review past messages and replies, as well as delete messages, in the Message Center.

The screenshot shows the First Tech online banking interface. At the top left is the First Tech logo. A navigation sidebar on the left contains icons for Dashboard, Accounts, Bill Pay, Transfer, Apply, and More. The main content area is titled "Message Center" and has tabs for "Inbox", "Sent", and "Compose". The "Compose" tab is active, showing a "New Message" form. The form includes a "Subject" dropdown menu with "Select a Subject" as the current selection, an "Account" dropdown menu with "Not Account Specific" as the current selection, and a large text area for the message body containing the red text "Start writing a message here". Below the text area is an "Attach Files" button with a question mark icon. A green "Send Message" button is located at the bottom right of the form.

- 4) You can always send us a secure message in Online Banking or in your Mobile Banking app. 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.