

HOW TO SUBMIT A CLIENT SERVICE INQUIRY ONLINE

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.

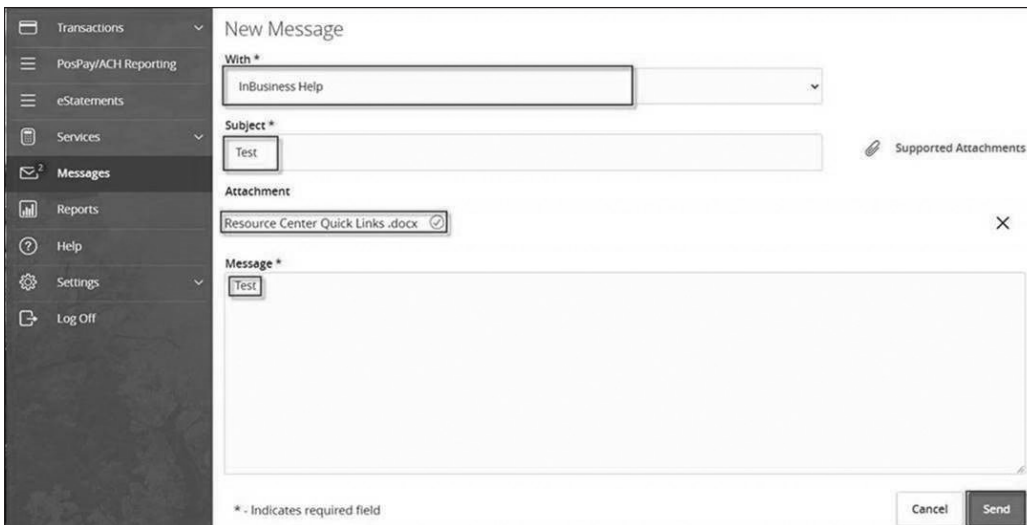
SECURE MESSAGING VIA INBUSINESS ONLINE BANKING

Step 1: Log in to InBusiness Online Banking, select Messages, select New Message, and select Recipient.



The screenshot shows the 'New Message' form with a dropdown menu for selecting a recipient. The dropdown is open, showing the following options: --Select Recipient--, --Select Recipient-- (highlighted), Spanish Speaking Assistance, InBusiness Help, and File Testing.

Step 2: Complete the required fields in the New Message request, add attachments if necessary, then click Send. Once your message has been sent, you will receive a confirmation notice.



The screenshot shows the 'New Message' form with the following fields filled out: 'With *' is set to 'InBusiness Help', 'Subject *' is 'Test', and 'Attachment' is 'Resource Center Quick Links .docx'. The 'Message *' field contains 'Test'. The 'Send' button is highlighted. A legend at the bottom left indicates that an asterisk (*) denotes a required field.

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

