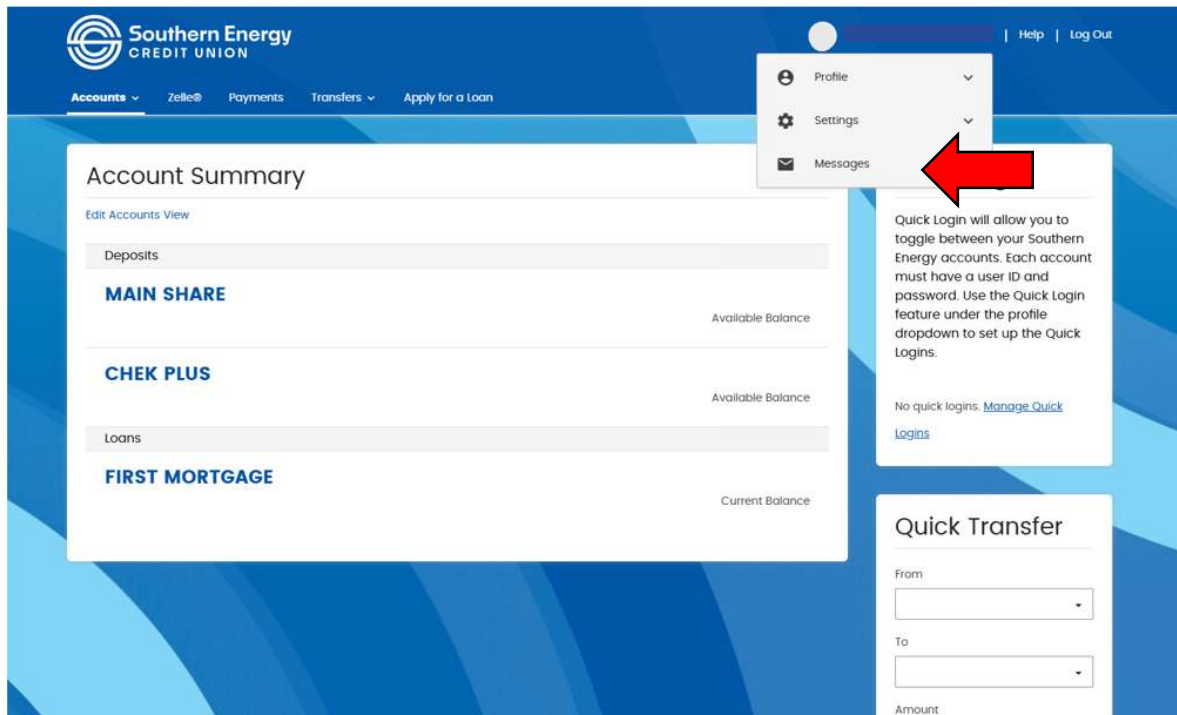


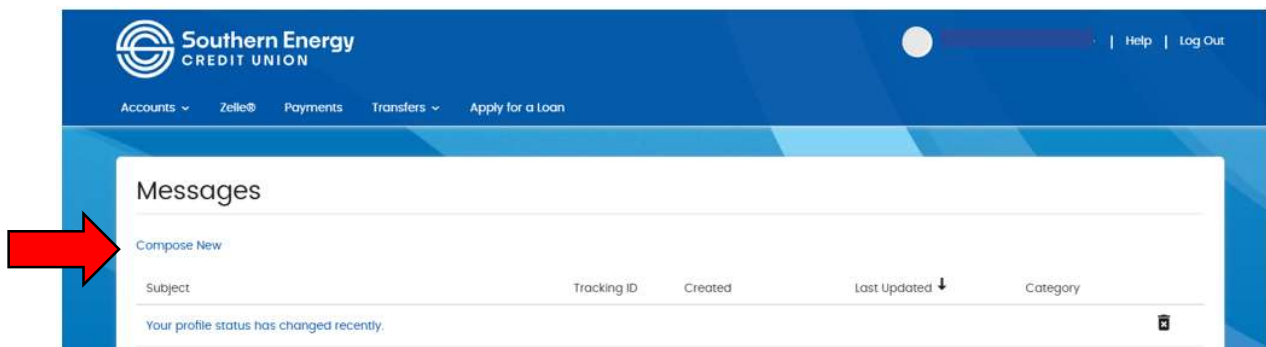
# Sending a Secure Message Within Online Banking or Our Mobile Banking App

## ONLINE BANKING INSTRUCTIONS

1. Log into Southern Energy Credit Union Online Banking.
2. From the Accounts Summary screen, click on your name at top left of the page and select *Messages* from the drop-down menu.



3. On the Messages screen, click "Compose New".



## Sending a Secure Message Within Online Banking or Our Mobile Banking App

4. On the Message Detail screen, you can choose the category that best fits your message from the drop-down options.
5. Next, choose which of your Accounts this is in reference to from the drop-down menu.
6. Type in your Subject and Message.
7. Consider checking the "Send notification on receiving a response to this message." box to ensure you're aware of response(s), and then click the *Send* button to submit your message.

The screenshot shows the 'Message Detail' screen in the Southern Energy Credit Union online banking interface. The screen is titled 'Message Detail' and contains several input fields and checkboxes. Red arrows with numbers 4 through 7 point to the following elements:

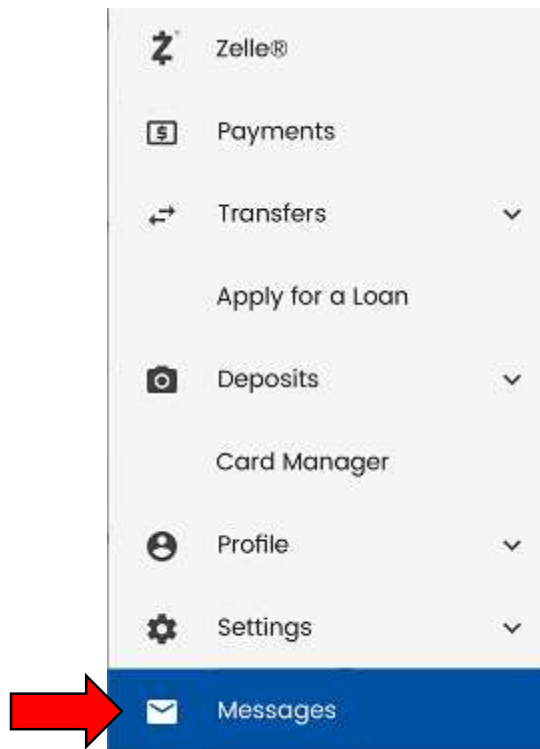
- 4:** Points to the 'Category' dropdown menu, which currently shows '-- Select a Category --'.
- 5:** Points to the 'Account (if applicable):' dropdown menu, which currently shows '-- Select an Account --'.
- 6:** Points to the 'Subject' text input field.
- 6:** Points to the 'Message' text area.
- 7:** Points to the checkbox labeled 'Send notification on receiving a response to this message.'.

At the bottom of the form, there are two buttons: 'Back' and 'Send'. A red arrow with the number 7 points to the 'Send' button.

## Sending a Secure Message Within Online Banking or Our Mobile Banking App

### MOBILE BANKING APP INSTRUCTIONS

1. Log into our Mobile Banking App.
2. From the Account Summary screen, click the hamburger menu at top right and select *Messages* from the drop-down menu.



3. On the Messages screen, select *Compose New*.



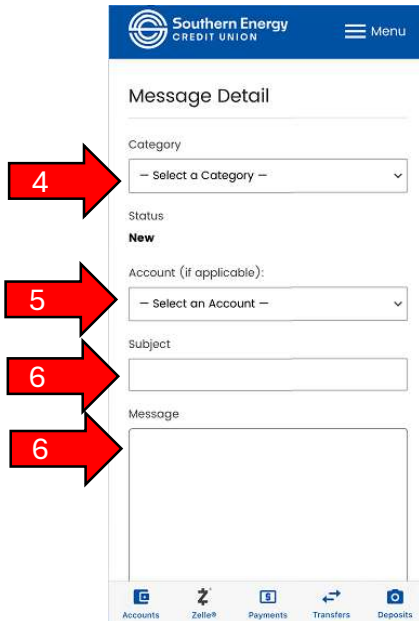
### Messages



4. On the Message Detail screen, you can choose the category that best fits your message from the drop-down menu options.

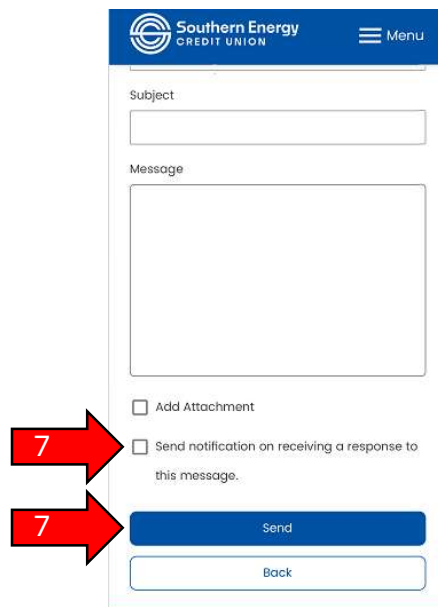
## Sending a Secure Message Within Online Banking or Our Mobile Banking App

- Next, choose which of your Accounts this is in reference to from the drop-down menu.
- Type in your Subject and Message.



The screenshot shows the 'Message Detail' screen in the Southern Energy Credit Union mobile banking app. The screen has a blue header with the logo and a 'Menu' icon. Below the header, there are several fields: 'Category' with a dropdown menu (labeled 4), 'Status' with the text 'New', 'Account (if applicable):' with a dropdown menu (labeled 5), 'Subject' with a text input field (labeled 6), and 'Message' with a large text area (labeled 6). At the bottom, there is a navigation bar with icons for 'Accounts', 'Zelle®', 'Payments', 'Transfers', and 'Deposits'.

- Consider checking the “Send notification on receiving a response to this message.” box to ensure you’re aware of response(s), and then click the *Send* button to submit your message.



The screenshot shows the 'Message Detail' screen in the Southern Energy Credit Union mobile banking app, focusing on the bottom section. The 'Subject' and 'Message' fields are visible. Below the message field, there is a checkbox labeled 'Add Attachment' and another checkbox labeled 'Send notification on receiving a response to this message.' (labeled 7). At the bottom, there are two buttons: a blue 'Send' button (labeled 7) and a white 'Back' button.