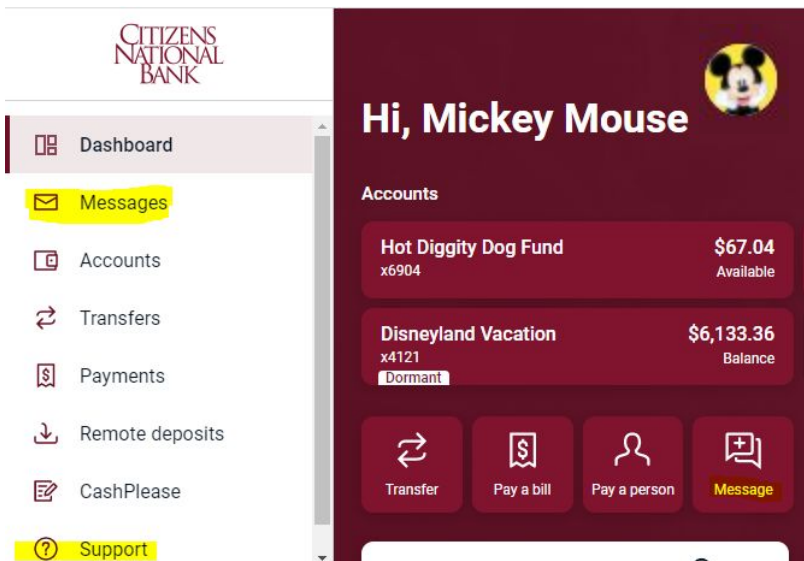
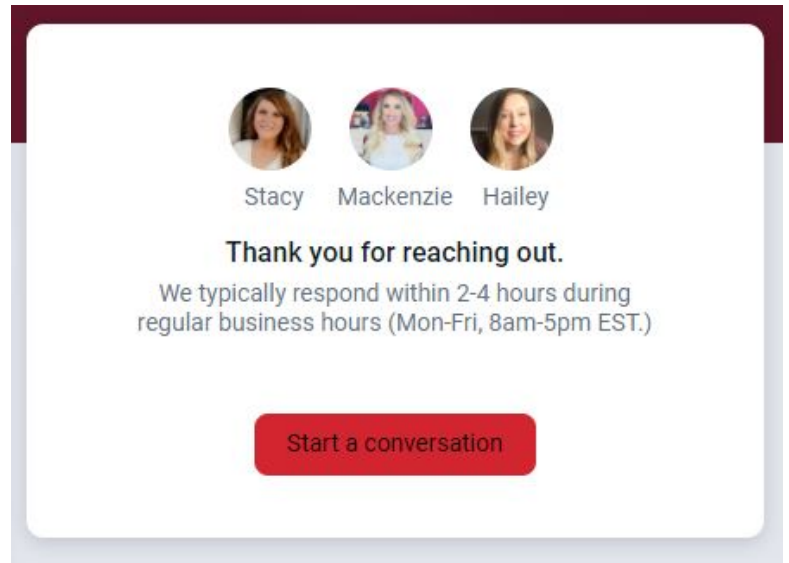


Start a Message

Have a question? Securely chat with us using the "Messages" function within your Mobile and Online Banking.

To start a message, find **"Start a conversation"** under **"Support"** or **"Messages"**,



Or simply click on the **"Message"** icon on your dashboard.



Mackenzie Stacy Hailey

Thank you for reaching out.

We typically respond within 2-4 hours during regular business hours (Mon-Fri, 8am-5pm EST.)

Begin typing your message next to the circled plus sign symbol at the bottom of the message box. Then click "Send"

+ Gosh this sure is swell!



Send

You can also attach files, transactions, an account, or payment information to your message. Click the circled plus sign to open up these options.



Attaching transactions to a message

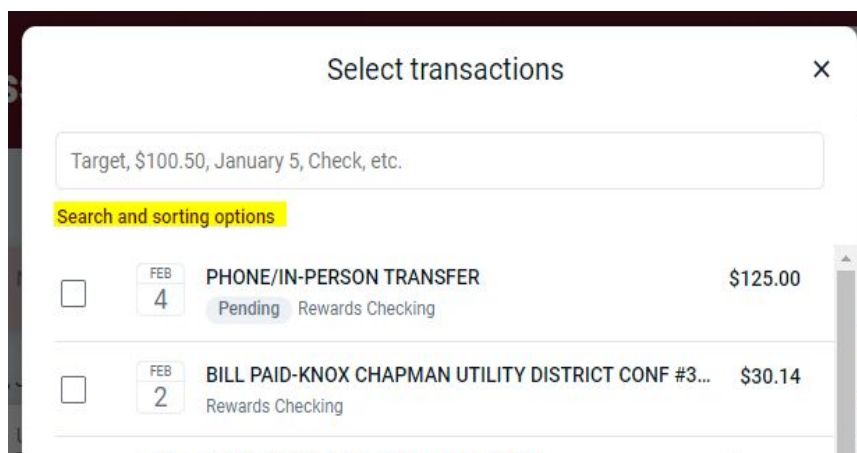
1. Select **Transactions**.
2. Select a transaction from the list, or select "**Search and sorting options**" to narrow your search criteria.

Files

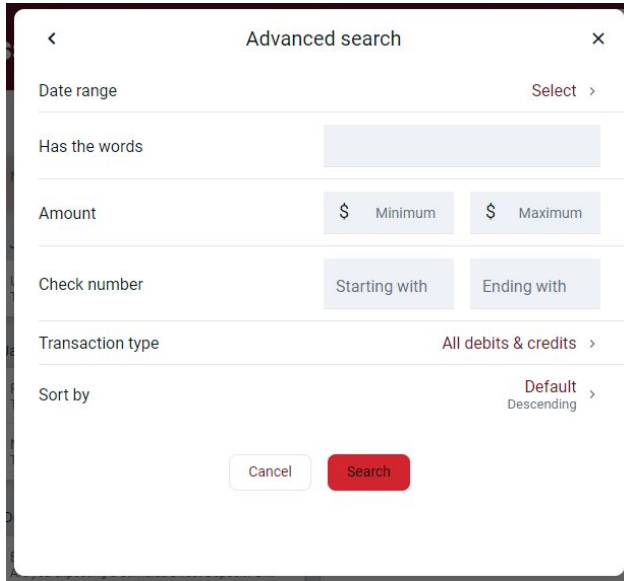
Transactions

Accounts

Payments



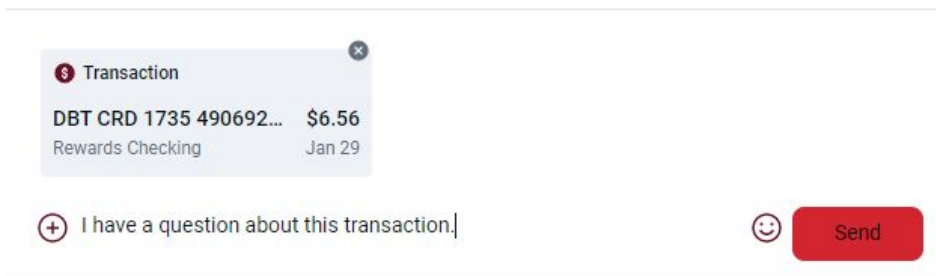
Type your message...



Search and sorting options will present you additional search functionality that allows you to search by date range, words, amount range, check number range, and transaction type.

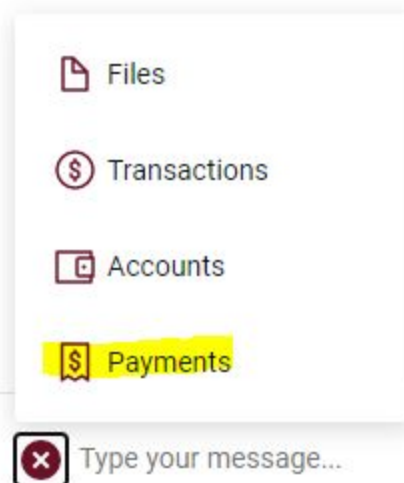
You can also select **“Sort by”** to apply a sort order.

3. After you have attached your selections, click **“Send”**

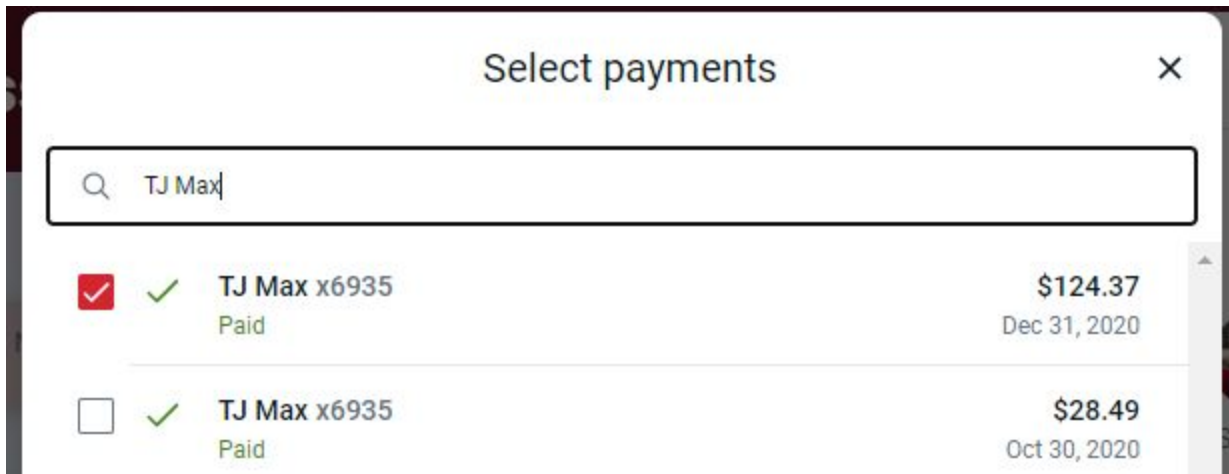


Attaching a billpay to a message

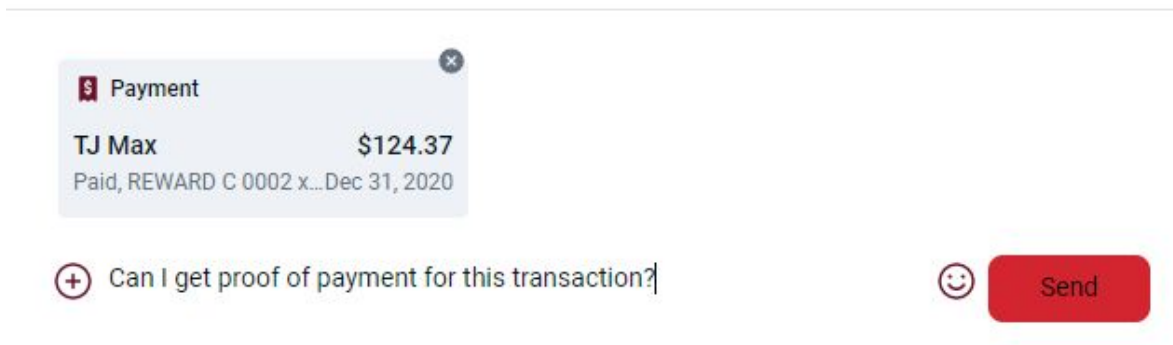
1. While in a message box, select **Payments**.



2. Use the search box field to find the relevant payment.
3. Or select a payment from the list to add it as an attachment to the message.

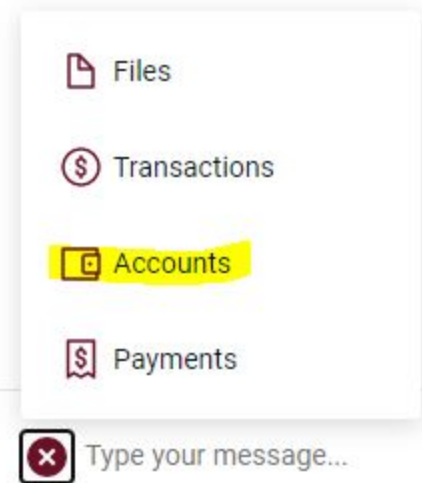
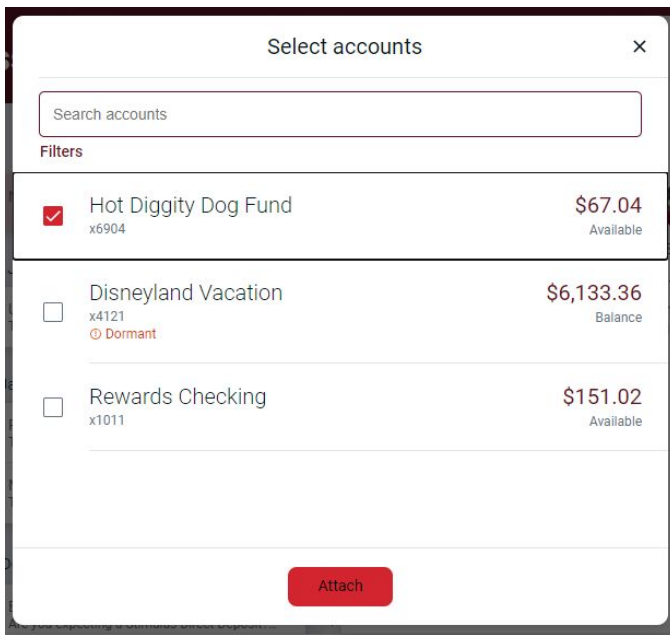


4. Type your message and then select **Send**.

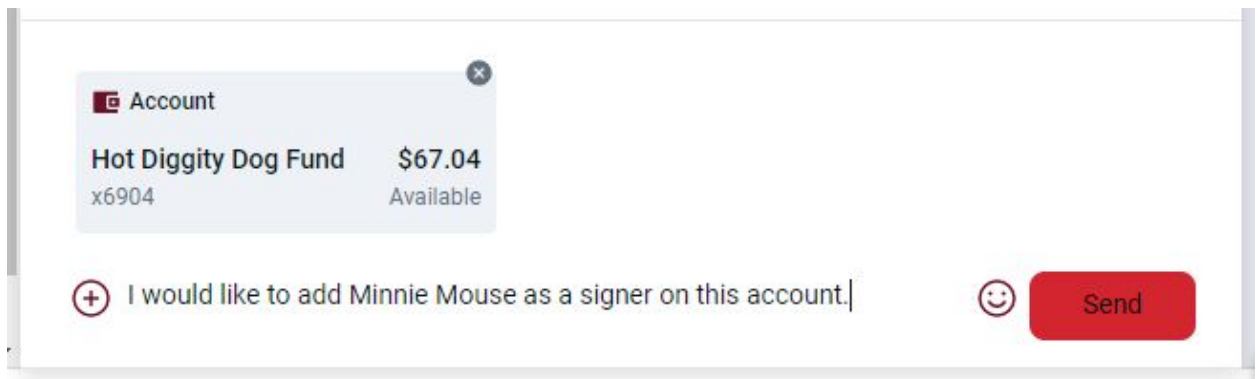


Attaching accounts to a message

1. While in a message box, select **Accounts**.
2. Use the Search accounts field or select the check boxes to choose one or more accounts to send as an attachment.

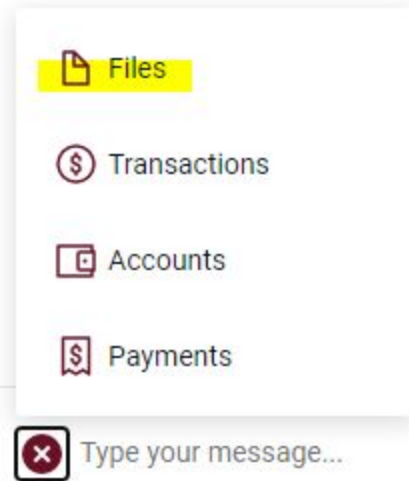


3. Type your message and select **Send**.

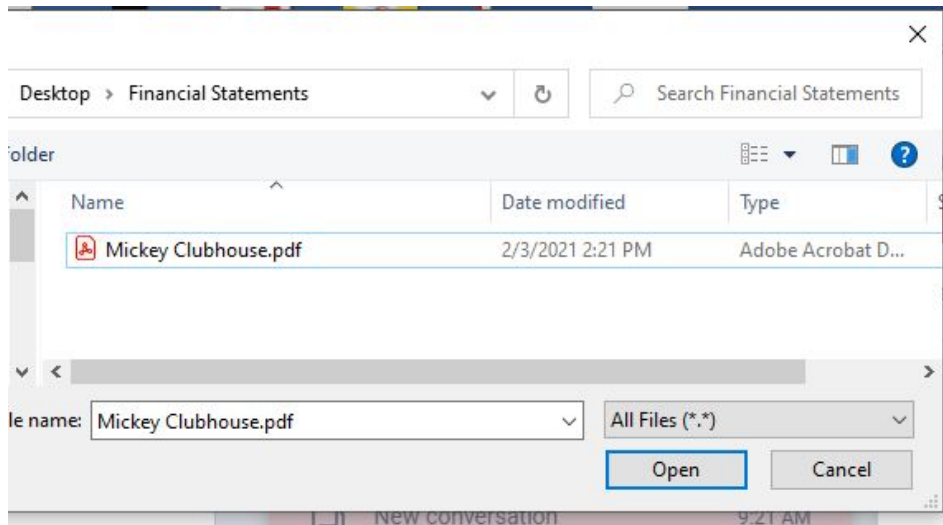


Attaching files

1. While in the message box, select Files



2. Navigate to the file on your computer and select it.



3. Type your message and click "Send".

