

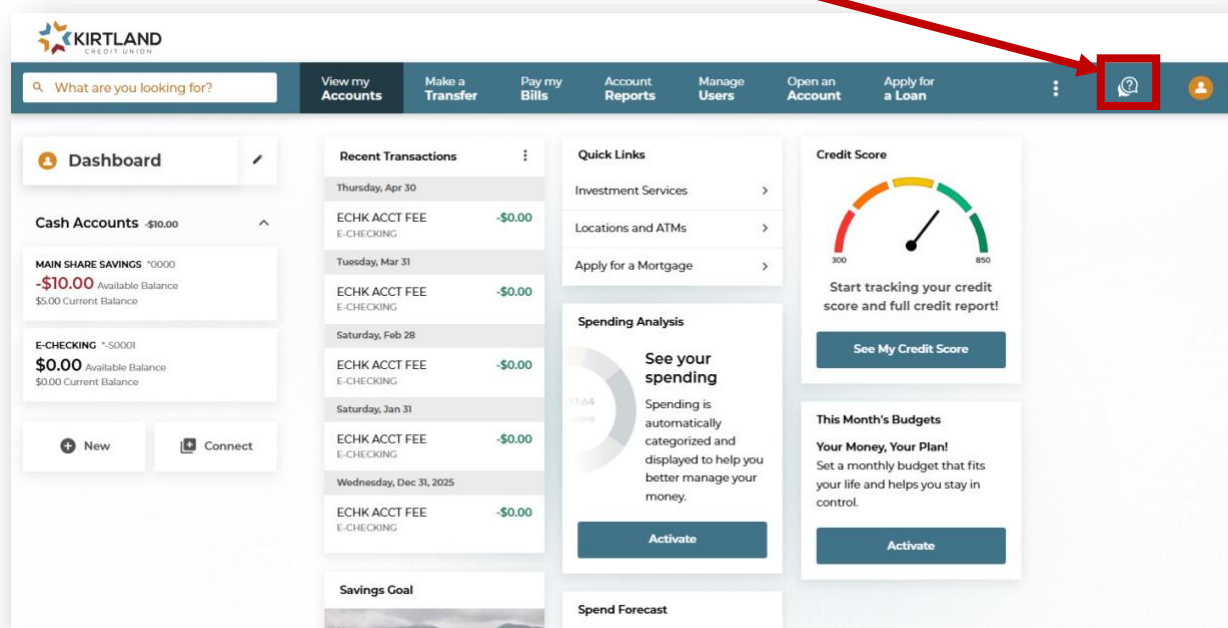
Sending a Secure Message through Digital Banking

Have a question about a transaction, an account maintenance request, or need to send us some documents securely? You can communicate securely with Kirtland CU's member services team through Secure Messaging within digital banking.

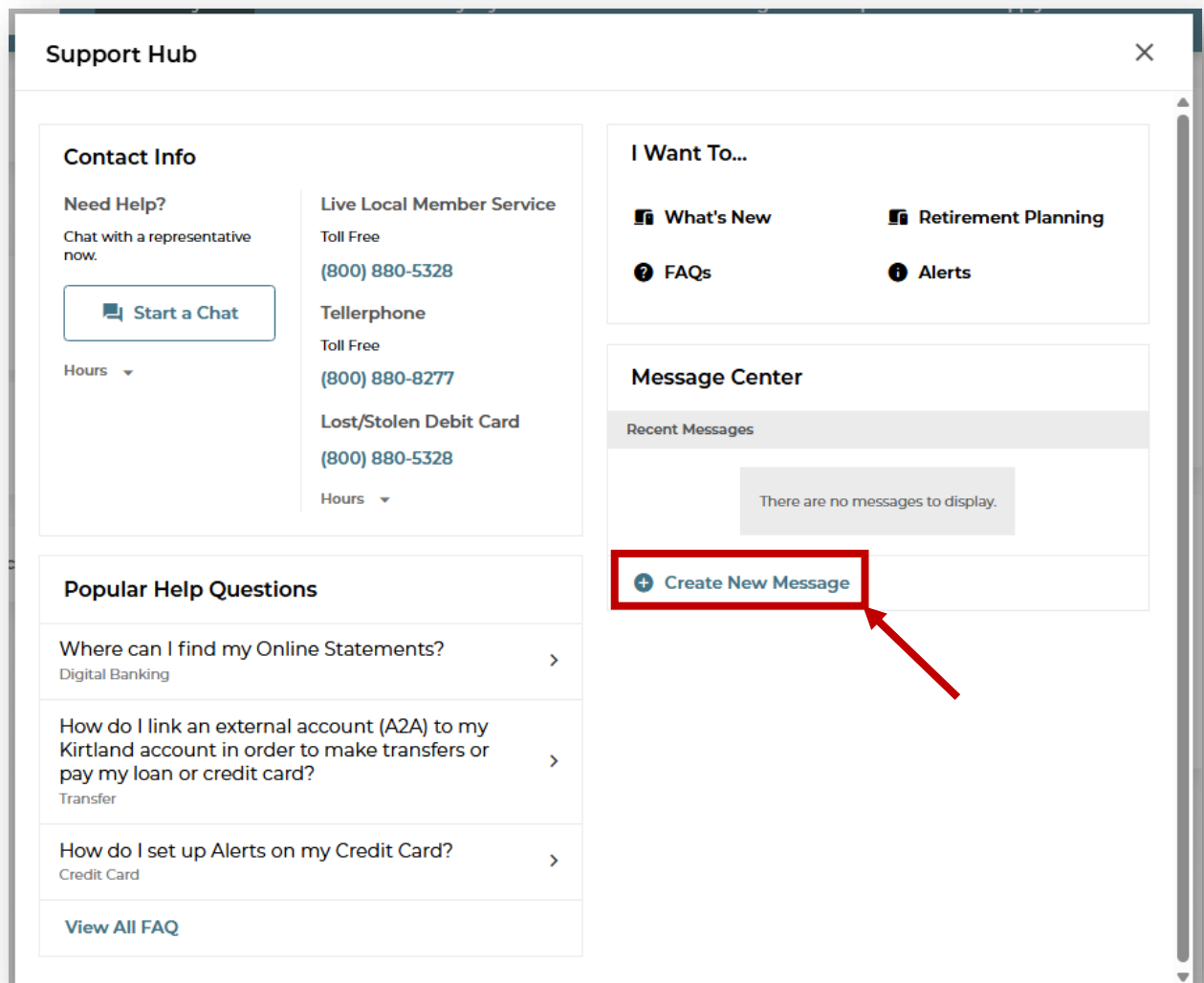
Our member services team may also send you documents and forms through Secure Messaging.

Desktop – Send a Secure Message to Kirtland

1. Log into digital banking.
2. Click on the Support Hub icon in the upper right corner.

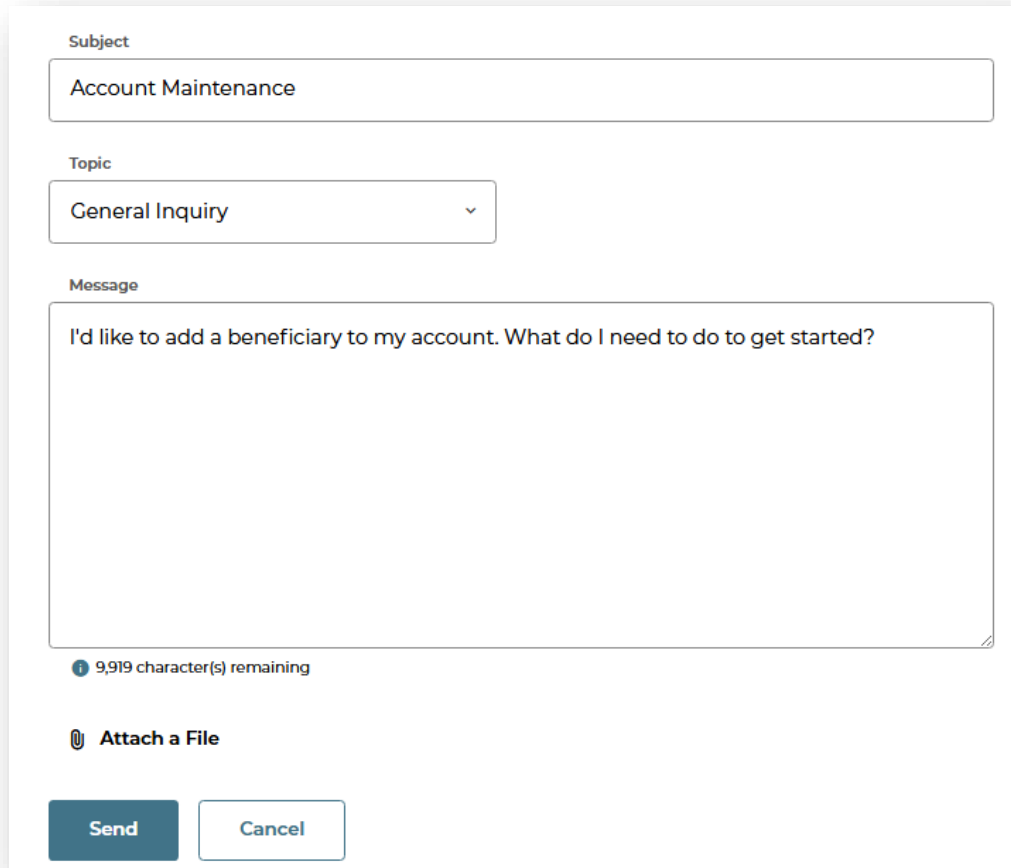


3. In the Support Hub pop-up, click on Create New Message under the Message Center section.



4. Type a subject in the subject line, select your topic, and type any additional details you'd like to share in the Message box. If you would like to include any relevant documents with your Secure Message, you can click on "Attach a File" to select which file(s) you would like to include. Once you are finished with your message, click Send.

A Kirtland CU representative will contact you to assist within 1-2 business days.



The screenshot shows a web form for sending a secure message. It has three main sections: 'Subject', 'Topic', and 'Message'. The 'Subject' field contains 'Account Maintenance'. The 'Topic' dropdown menu is set to 'General Inquiry'. The 'Message' text area contains the text 'I'd like to add a beneficiary to my account. What do I need to do to get started?'. Below the message area, there is a character count '9,919 character(s) remaining'. At the bottom, there is an 'Attach a File' button with a paperclip icon, and two buttons: 'Send' and 'Cancel'.

Subject

Account Maintenance

Topic

General Inquiry

Message

I'd like to add a beneficiary to my account. What do I need to do to get started?

9,919 character(s) remaining

Attach a File

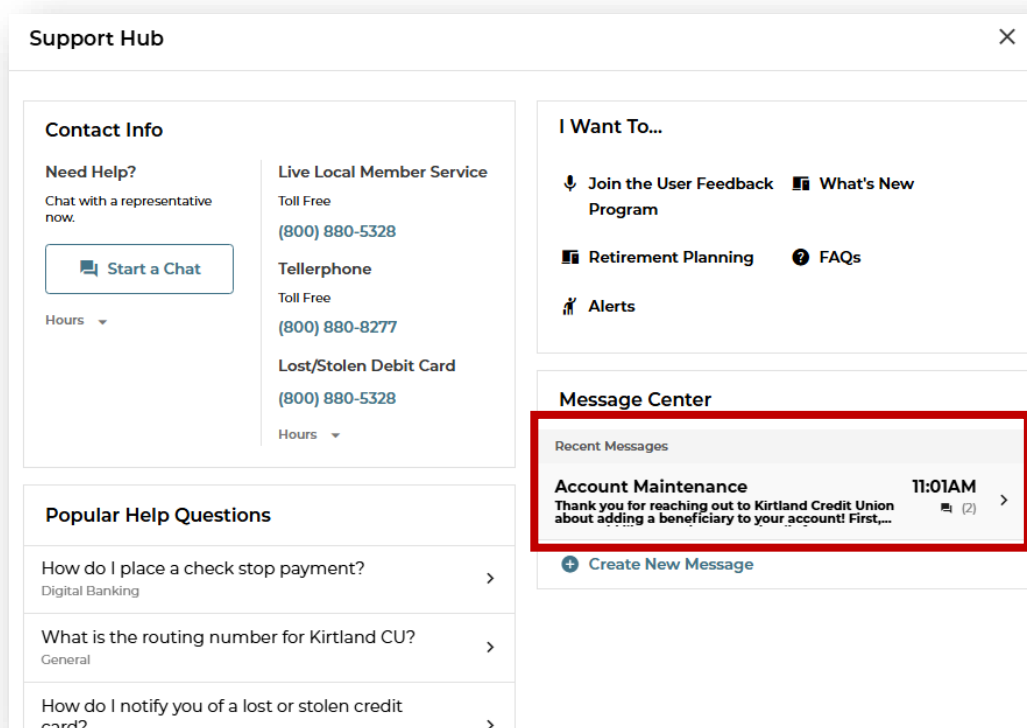
Send Cancel

Desktop – Check if Kirtland has Sent You a Secure Message

1. You will receive an email to the email address associated with your Kirtland account when a Kirtland team member sends you a new secure message. To view the message, log into digital banking.
2. In digital banking, you will see a red icon on your Support Hub icon in the upper right-hand corner of the screen indicating how many messages you have. Click on the Support Hub icon.



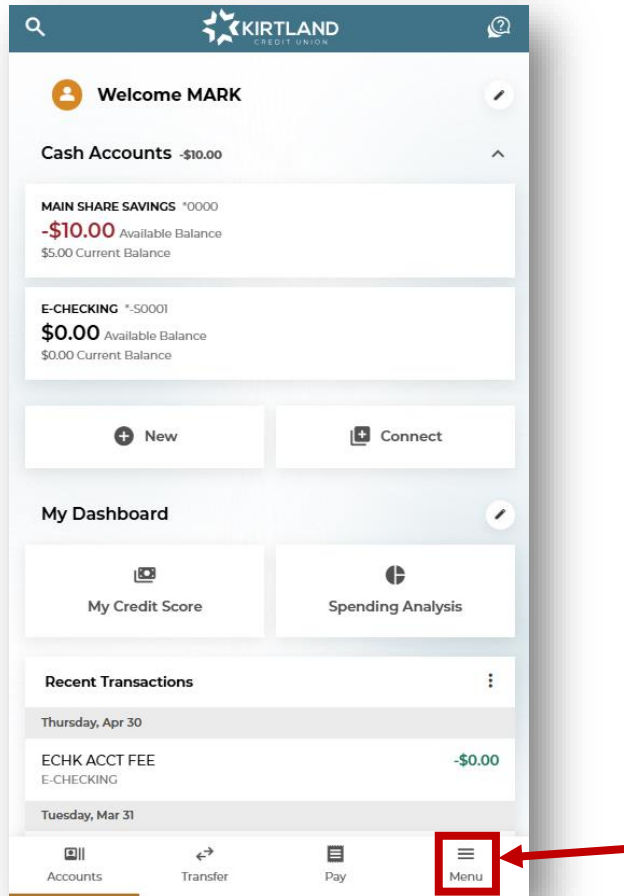
3. After you click on the Support Hub icon, you should see Kirtland's message to you in the Message Center section of Support Hub. To read the message, click on the message under Message Center.



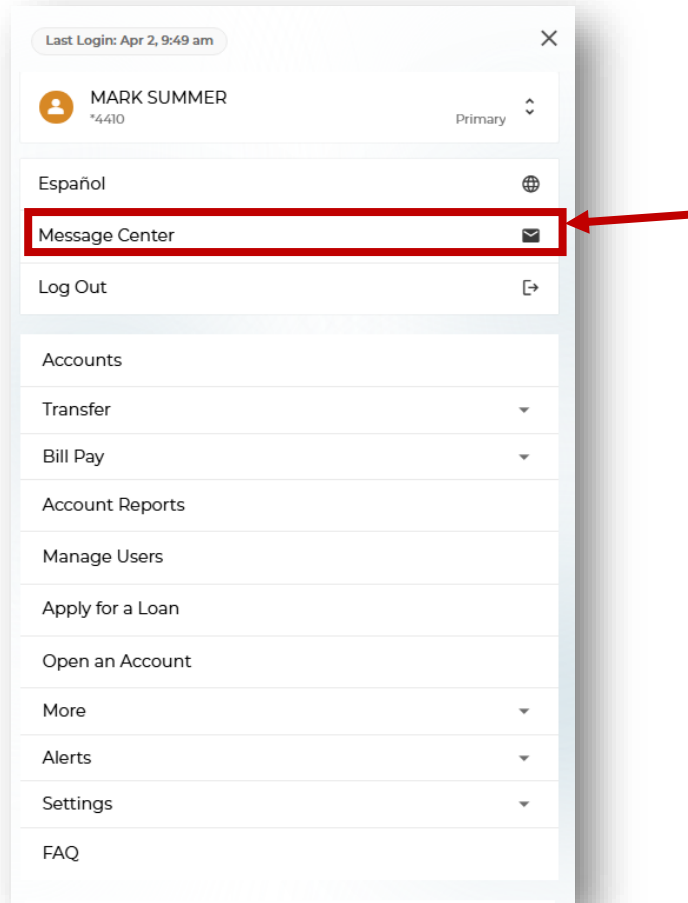
4. Once you click on the message, you can read its full contents and then click Reply if you need to send a response back to the Kirtland team.

Mobile App – Send a Secure Message to Kirtland

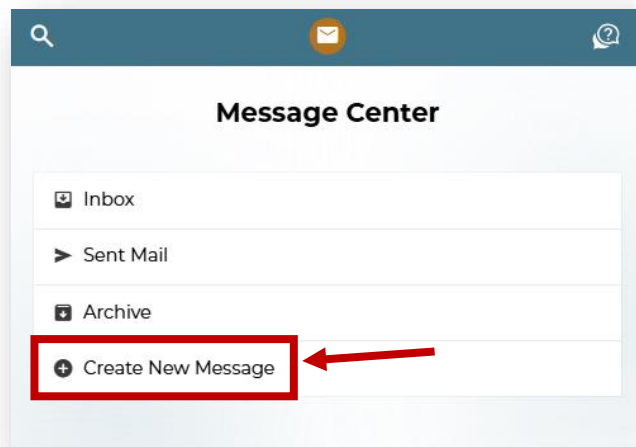
1. Log into the Kirtland CU Mobile App.
2. Tap on the Menu button in the lower right corner.



3. Tap on Message Center.



4. Tap on Create New Message.



5. Type a subject in the subject line, select your topic, and type any additional details you'd like to share in the Message box. If you would like to include any relevant documents with your Secure Message, you can tap on "Attach a File" to select which file(s) you would like to include. Once you are finished with your message, tap Send. A Kirtland CU representative will contact you to assist within 1-2 business days.

The screenshot shows a mobile app interface for sending a secure message. At the top is a dark blue header bar with a back arrow, a magnifying glass icon, an envelope icon, and a help icon with a red notification bubble. Below the header, the title "New Message" is centered. The form consists of three main sections: a "Subject" section with a text input field containing "Account Maintenance"; a "Topic" section with a dropdown menu showing "General Inquiry" and a right-pointing chevron; and a "Message" section with a large text area containing the text "I'd like to add a beneficiary to my account. What do I need to do to get started?". Below the message text area, a status bar indicates "9,919 character(s) remaining". Underneath this is an "Attach a File" option with a paperclip icon. At the bottom of the form are two buttons: a dark blue "Send" button and a white "Cancel" button with a blue border.

New Message

Subject

Account Maintenance

Topic

General Inquiry >

Message

I'd like to add a beneficiary to my account. What do I need to do to get started?

9,919 character(s) remaining

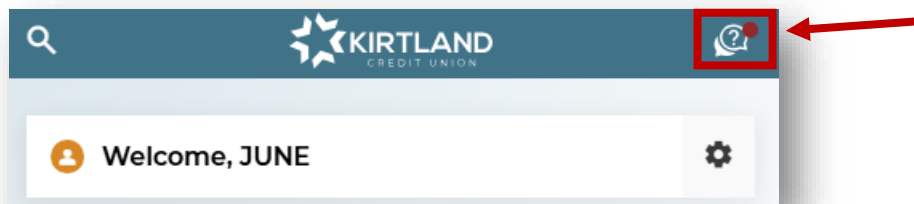
Attach a File

Send

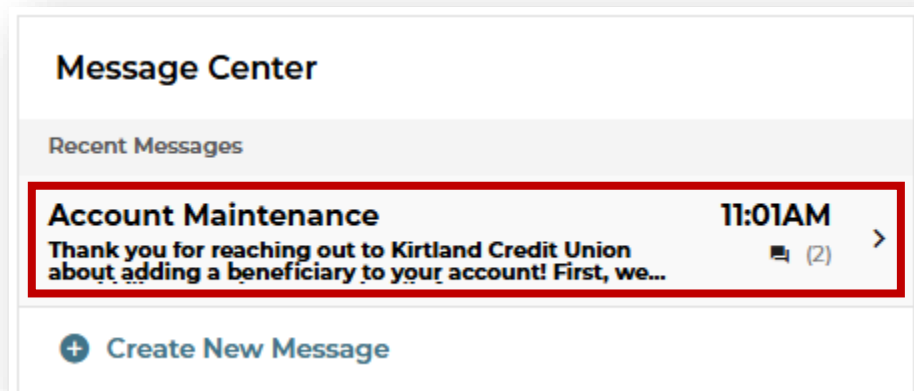
Cancel

Mobile – Check if Kirtland has Sent You a Secure Message

1. You will receive an email to the email address associated with your Kirtland account when a Kirtland team member sends you a new secure message. To view the message, log into digital banking.
2. In the mobile app, you will see a red icon on your Support Hub icon in the upper right-hand corner of the screen indicating that you have a new message. Tap on the Support Hub icon.



3. After tapping on the Support Hub icon, scroll down to the Message Center section of the Support Hub to view recent messages. To read the message, tap on the message within Message Center.



4. Once you click on the message, you can read its full contents and then click Reply if you need to send a response back to the Kirtland team.