

Secure Message Center

Your privacy is our top concern. You can securely send sensitive information, such as your member number and other personal information by using the Secure Message Center.

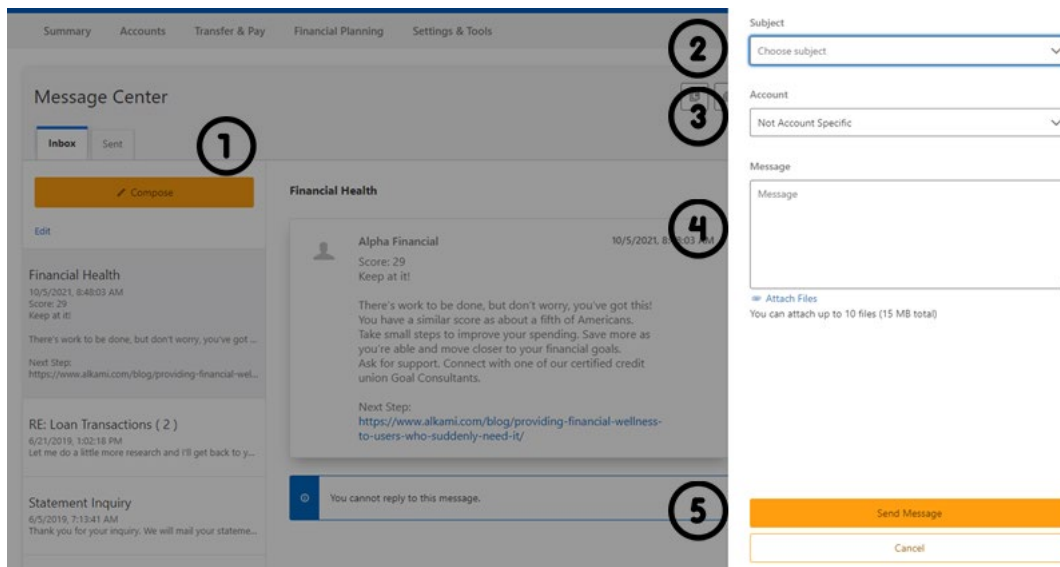
Navigating the Message Center

You can access the Message Center by clicking the Envelope Icon next to your Profile image. Unread messages are indicated with a dot on the right side of the Envelope Icon

Compose a Message

To compose a new message:

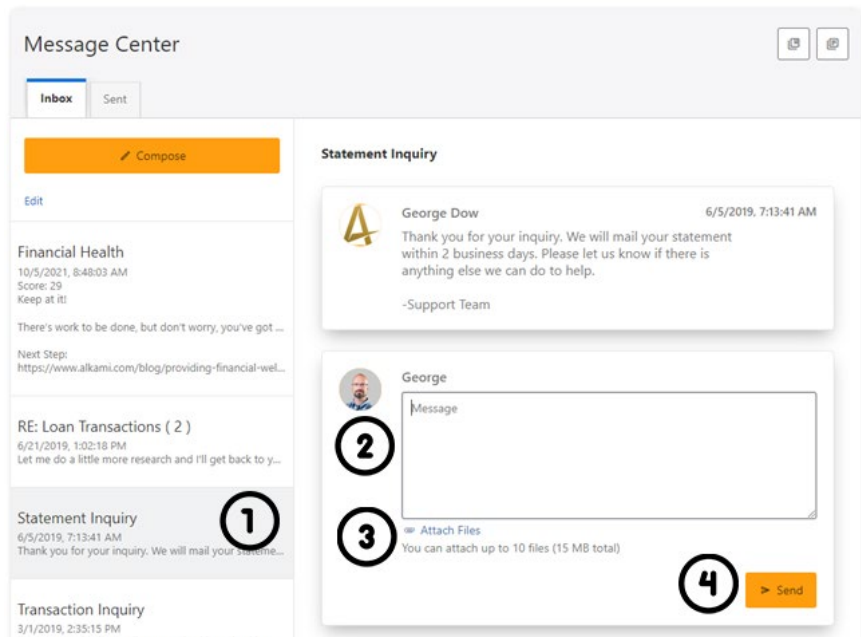
- 1) Click the **Compose** button on the **Inbox** tab of Message Center.
- 2) Select the message **Subject** from the dropdown menu.
- 3) Select the **Account** the message refers to from the dropdown menu.
- 4) Enter the **Message** body and select the **Attach Files** link to attach files to the message.
- 5) Click the **Send Message** button to send the message or click the **Cancel** button to close the New Message window without sending the message.



Respond to a Message

To reply to a message:

- 1) Select the message thread to respond to. View the messages within the thread.
- 2) Enter a **Message** response.
- 3) Select the **Attach Files** link to attach files to the message.
- 4) Click the **Send** button to send the response.



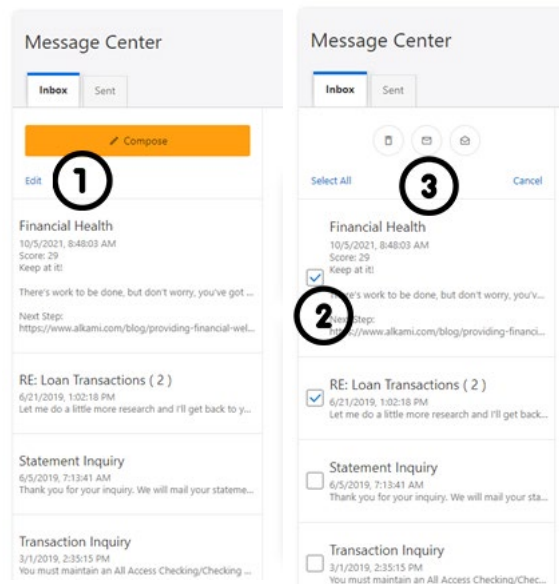
Message Actions

You have the ability to mark a message thread as unread, read, or delete a message thread.

- 1) Click the **Edit** link to view the message actions.
- 2) Click the checkbox next to the message threads to act on.
- 3) Click the **delete** (trash can) button to delete the message threads.

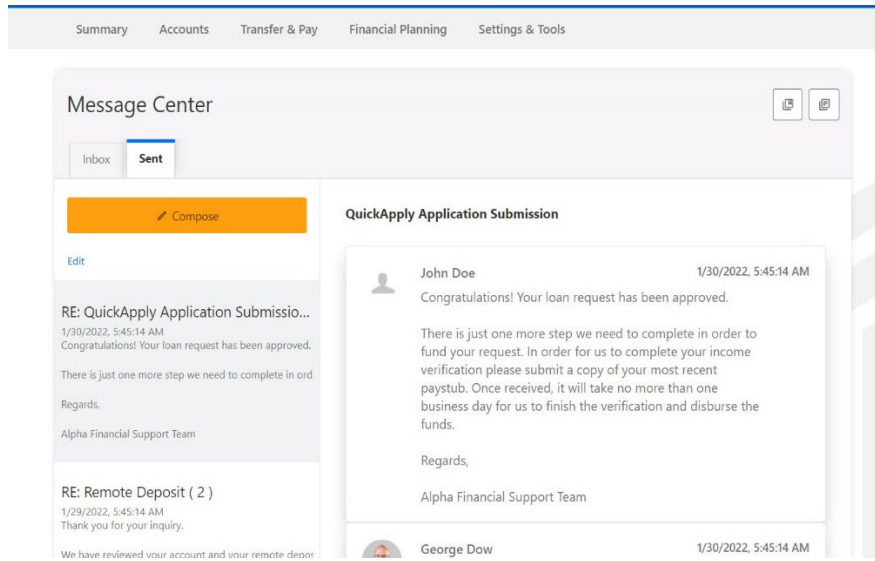
Click the **unread** (envelope) button to mark the message threads as unread.

Click the **read** (open envelope) button to mark the message threads as read.



Sent Messages

The **Sent** tab allows you to view and delete messages that have been sent.



The screenshot displays the Message Center interface with a navigation bar at the top containing 'Summary', 'Accounts', 'Transfer & Pay', 'Financial Planning', and 'Settings & Tools'. The 'Message Center' header includes 'Inbox' and 'Sent' tabs, with 'Sent' being the active tab. A 'Compose' button is visible in the left sidebar. The main content area shows a list of sent messages. The first message is titled 'QuickApply Application Submission' and is from 'John Doe' dated '1/30/2022, 5:45:14 AM'. The message body reads: 'Congratulations! Your loan request has been approved. There is just one more step we need to complete in order to fund your request. In order for us to complete your income verification please submit a copy of your most recent paystub. Once received, it will take no more than one business day for us to finish the verification and disburse the funds. Regards, Alpha Financial Support Team'. A second message is partially visible below, titled 'RE: Remote Deposit (2)' from 'George Dow' dated '1/30/2022, 5:45:14 AM'.