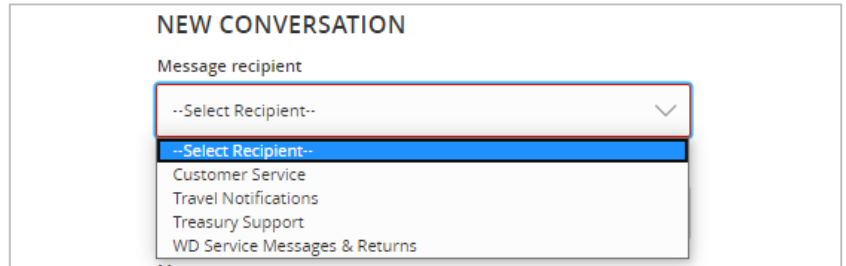
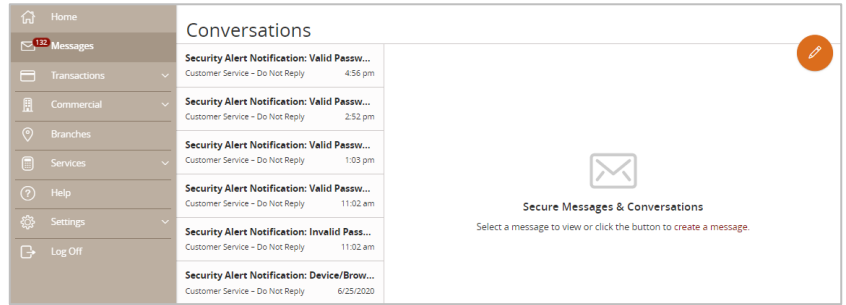


## Secure Messages

1. Click on the 'Messages' menu on the left side of the screen.
2. Click on the 'New Conversation' button, the orange circle with a pencil icon on the right side of the screen.

**NOTE:** The 'Messages' feature is a secure messaging function which allows for two-way communication between the online banking user and Veritex Community Bank. Since the message is delivered securely within the Online Banking system, sensitive material (i.e. SSN, account number(s)) may be safely included in the body of the message.

3. Select the appropriate topic from the drop-down menu.



Questions? Call our customer support.  
 Phone: 833-VERITEX (833-837-4839) or 469-443-9912

## Secure Messages

4. Enter 'Message Subject'.
5. Enter 'Message'.
6. Click on 'Attach A File' to attach a file or document if desired.

**NOTE:** The supported attached file types are listed.

7. Click on 'Send Message' at the bottom of the screen to submit the message to the selected recipient at Veritex Community Bank.

Message subject

Message

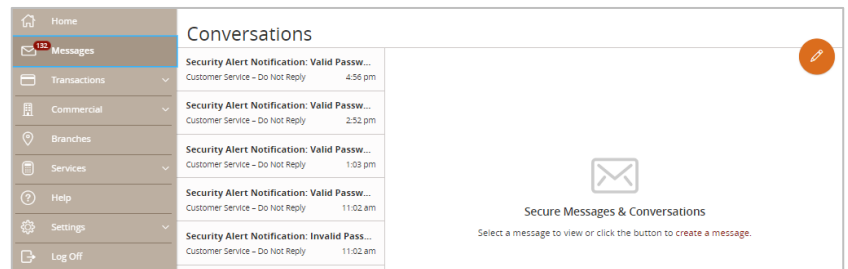
Attach a file

**i** Supported attachment file types:

- .ach, .csv, .doc, .docx, .log, .ofx, .pdf, .ppt, .pptx, .qbo, .qfx, .rtf, .text, .txt, .wpd, .xls, .xlsx

Go back Send message

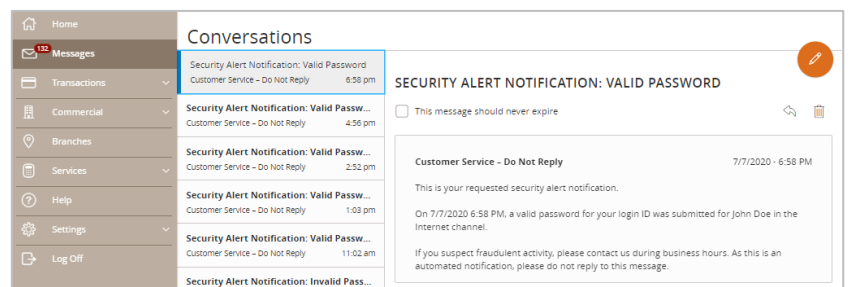
8. Both incoming and outgoing messages will appear in the under the Conversations column directly to the right of the menu column in descending date order (newest on top).



9. Click on the 'Arrow' icon beneath the 'New Conversation' orange circle to reply to a secure message.
10. Click on the 'Trash Can' icon beneath the 'New Conversation' orange circle to delete message.

**NOTE:** Click on 'Delete Multiple' under the listed messages to select multiple messages to delete.

**NOTE:** A numeric indicator will appear in red next to the 'Messages' menu indicating how many unread messages are currently listed in the online mailbox.



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