



Message Us Quick Reference Guide

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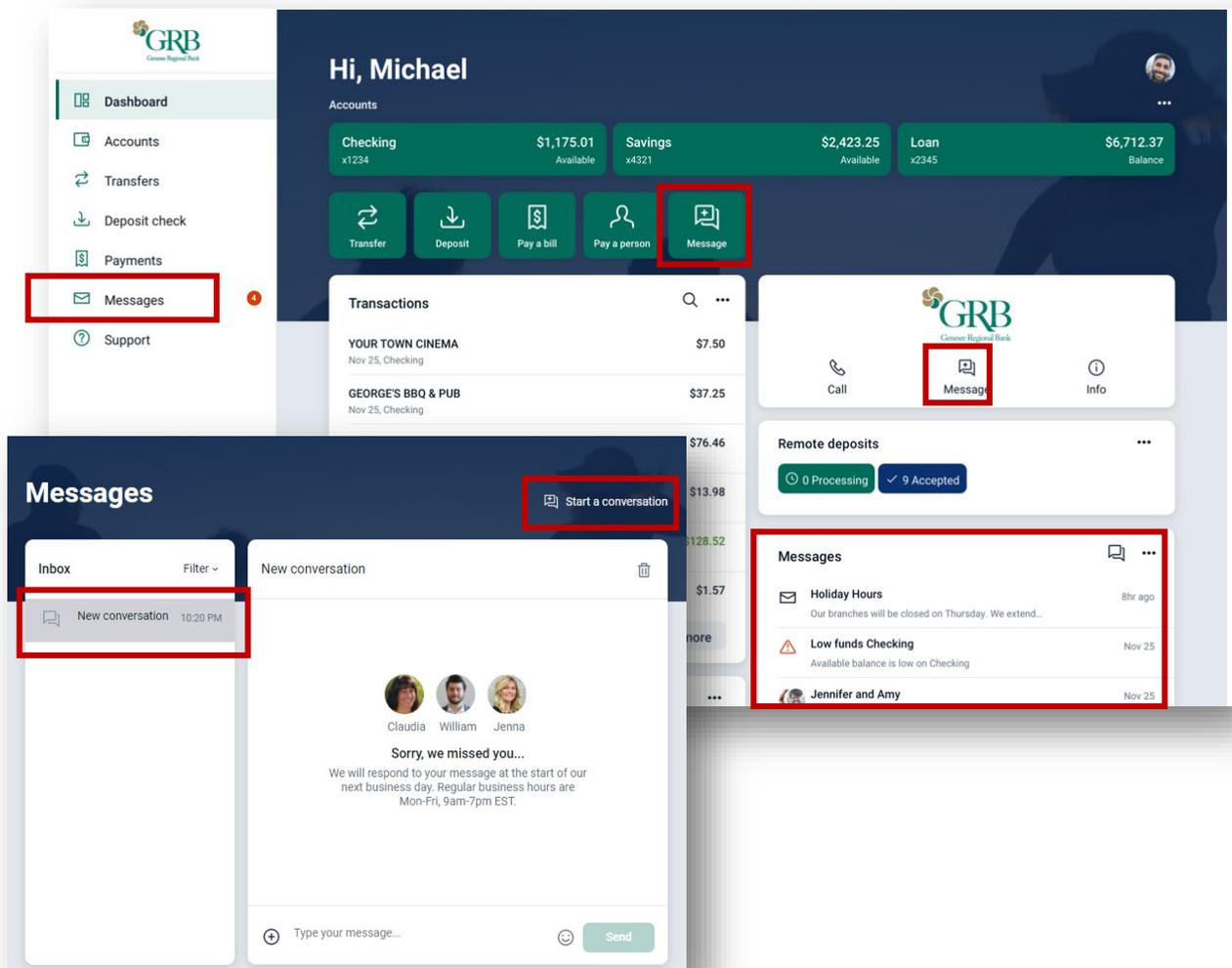
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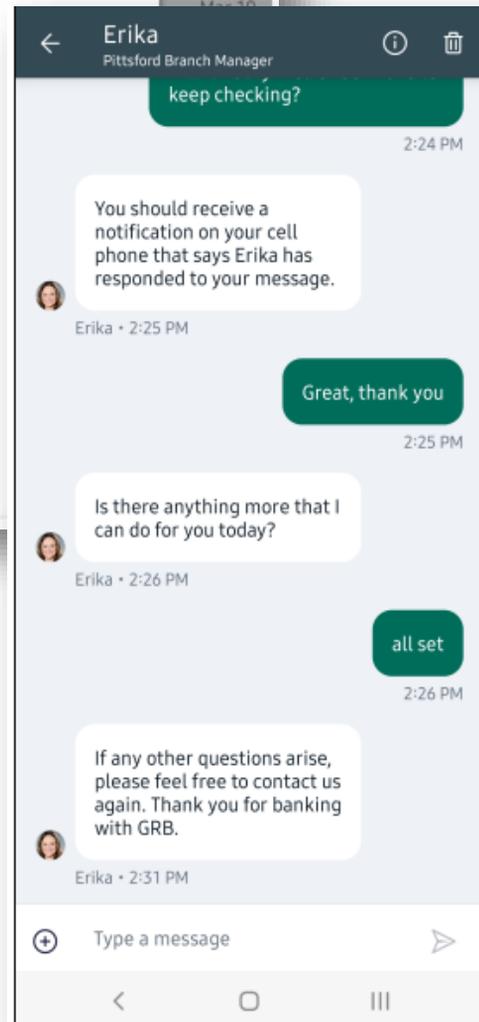
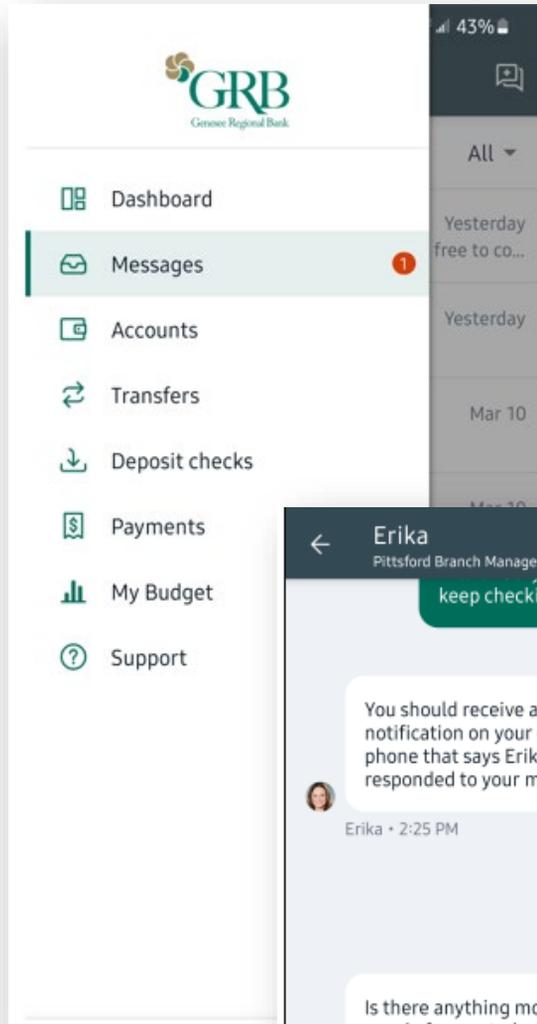
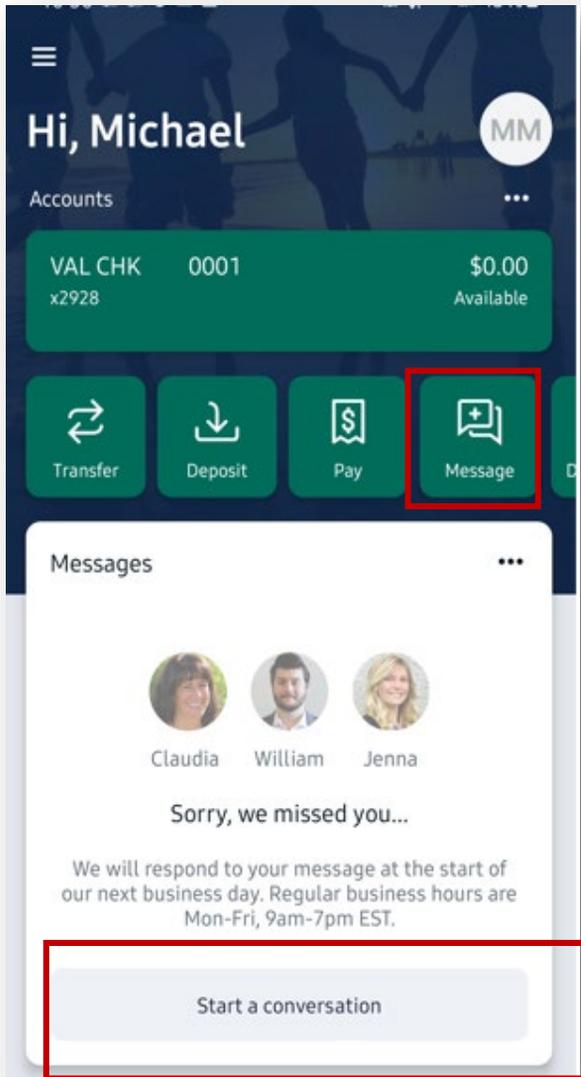
Message Us Quick Reference Guide

Messages

- GRBbank enables you to initiate a secure conversation during business hours.
- To send GRB support team a message, click *Messages* in the left menu or flyout menu, or start the conversation right from the dashboard



Messages - Mobile View



- When we reply to your messages, you will be notified by e-mail and app notification that a new message is available in GRBbank. When you log back in, you will see a notification that you have a new message. Simply click on the notification to continue.



Starting Messages from your transaction

- Select the transaction you would like to ask us about. Click *Ask us about this transaction*
- Choose to start a new conversation or add it to an existing message
- The message is created or updated with a snip of the transaction in question so the GRB support team can easily assist you
- Add your message and click *Send*

The image shows two overlapping screenshots from a mobile application. The background screenshot is titled "Transaction details" and shows a transaction for "INTEREST DEPOSIT" on "12/31/2021" for "+\$0.02". Below the transaction details are options to "Add tags", "Add notes", and "Add images". A red box highlights the option "Ask us about this transaction". Other options include "Add to a conversation", "Start a new conversation", and "Call us at (585) 249-1540".

The foreground screenshot is titled "New conversation" and shows a message from support team members Claudia, William, and Jenna. The message reads: "Sorry, we missed you... We will respond to your message at the start of our next business day. Regular business hours are Mon-Fri, 9am-7pm EST." Below the message is a transaction snip showing "Transaction INTEREST DEPOSIT +\$0.02 Gianna Savings Dec 31, 2021". At the bottom, there is a text input field "Type your message..." and a "Send" button.



Starting Messages from your Account

- Select the account you would like to ask us about. Click *Ask about this account icon*
- Choose to start a new conversation or add it to an existing message
- The message is created or updated with a snip of the account in question so the GRB support team can easily assist you
- Add your message and click *Send*

The screenshot displays a mobile banking app interface. At the top, the account number 'VAL CHK 0001' and 'x2928' are visible on the left, and the balance '\$0.00 Available' is on the right. Below the account information, there are several green buttons: 'Documents', 'My Budget', 'Reorder Checks', 'Stop payments', and 'Alerts'. A red box highlights the 'Ask about this account' button, which features a question mark icon. An overlay window titled 'New conversation' is open, showing three support team members: Claudia, William, and Jenna. Below their names, a message reads: 'Sorry, we missed you... We will respond to your message at the start of our next business day. Regular business hours are Mon-Fri, 9am-7pm EST.' At the bottom of the overlay, there is a text input field with a plus sign on the left and a 'Send' button on the right. A small account snippet is also visible above the input field, showing 'Account VAL CHK 0001 \$0.00 x2928 Available'.

