

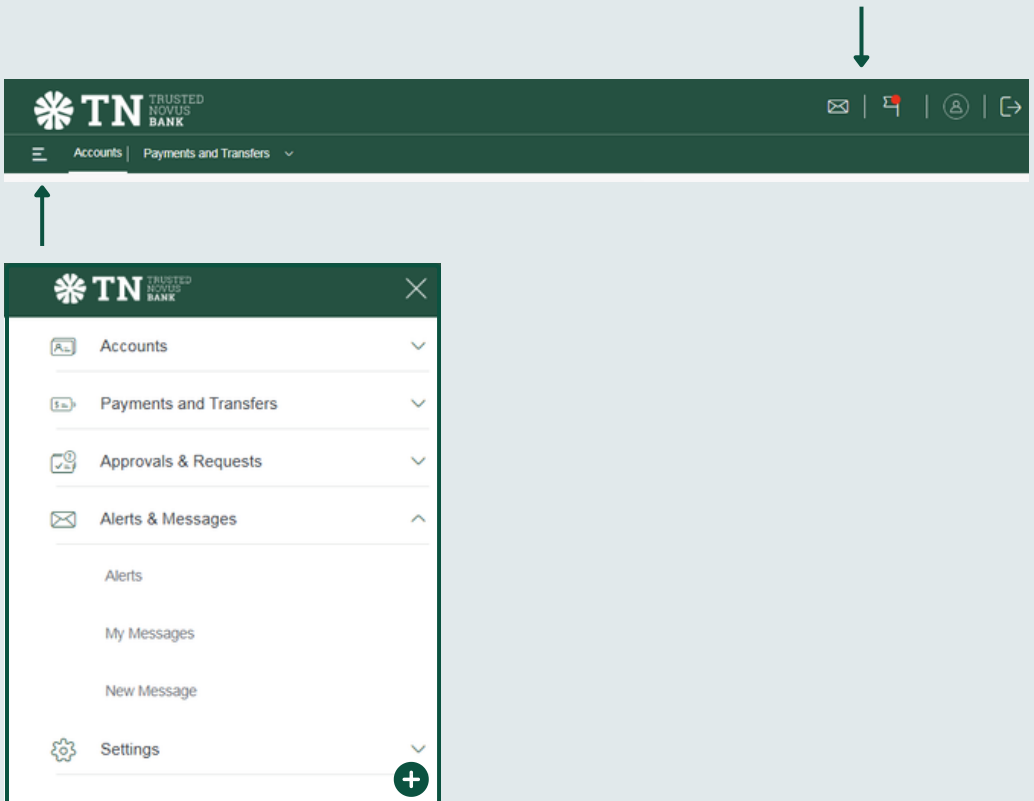
Managing Your Alerts and Messages

How to view and manage Alerts and Messages Step-by-Step Guide



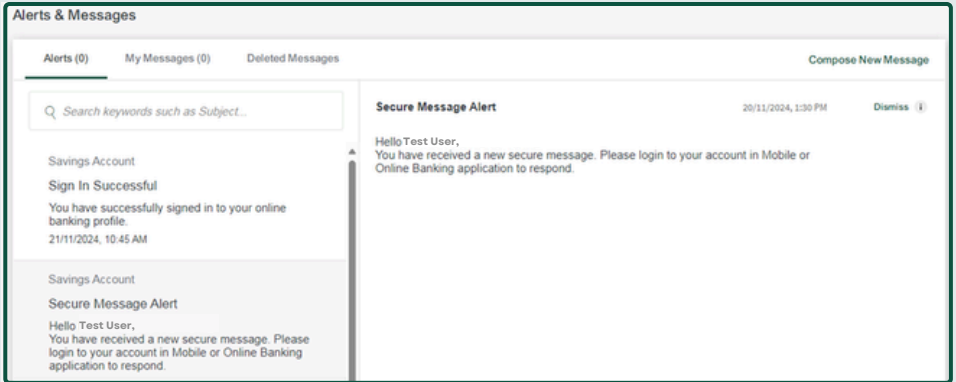
Alerts and Messages

1. To view your 'Alerts and Messages', you can either select 'Alerts and Messages' which appears in the 'Menu' on the top left side.
2. Or you can select the **flag icon for alerts** or **envelope icon for messages** in the top right corner.

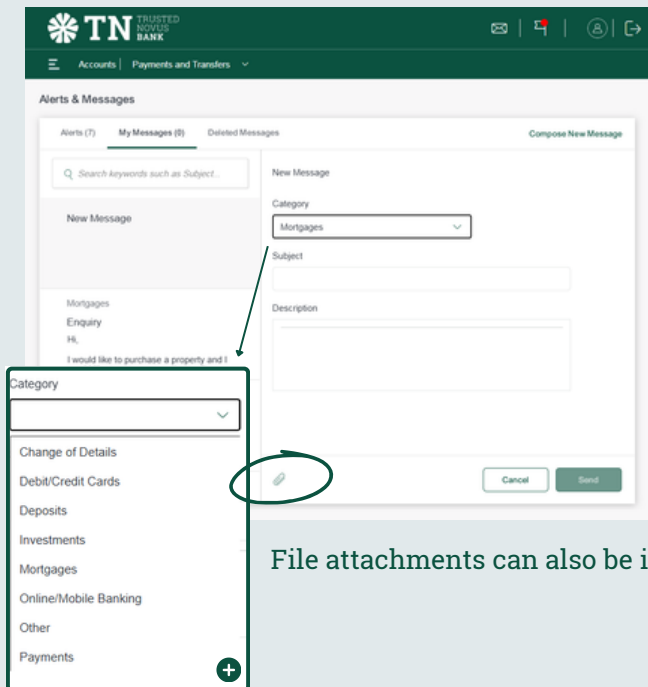


See below an example of the message screen.

How to view and manage your Messages



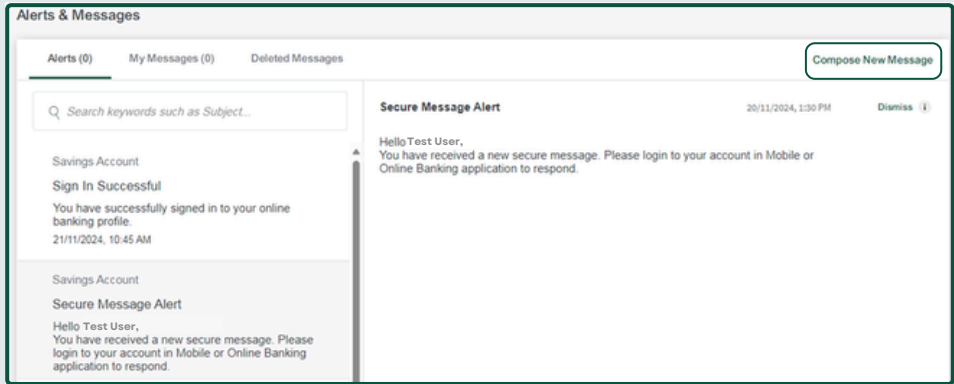
Messages can be anything from setting up a new deposit and queries you may have on your account, to purchasing and/or selling investments. There is a drop-down list of categories for messages, see below.



File attachments can also be included.

How to view and manage your Messages

3. To send a message, go to **'Compose New Message'** shown below.

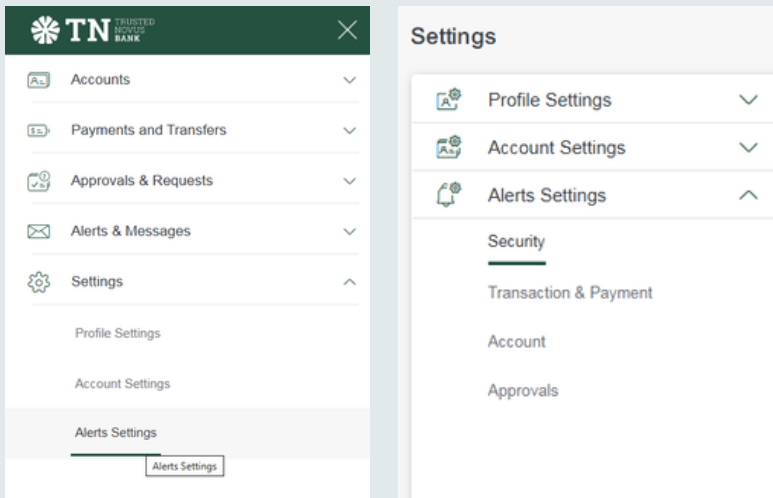


To delete a message:

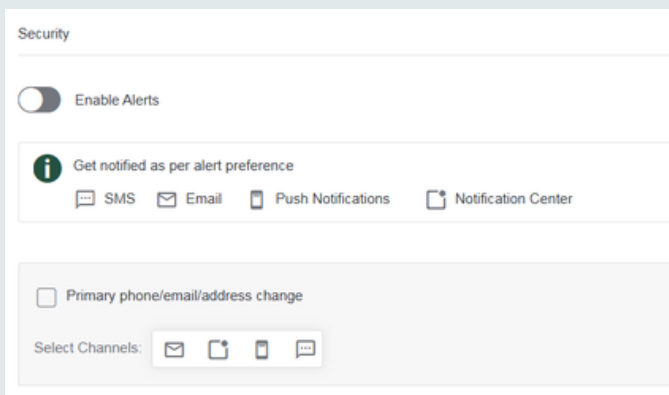
- Select the message you want to delete using the delete icon.
- Once clicked it will ask if you are sure you want to delete the message.
- If you deleted the wrong message go into the **'Deleted Messages'** tab.
- Select the message you deleted in error.
- Press **'Restore'** and it will be moved back into **'My Messages'** tab.
- You can also **'Delete forever'**.

How to view and manage your Alerts

1. NetBank offers various alerts to help manage finances and stay informed about account activity. You can customise these alerts to your needs and requirements. Go to the **'Menu'** and under **'Settings'** select **'Alert Settings'**.



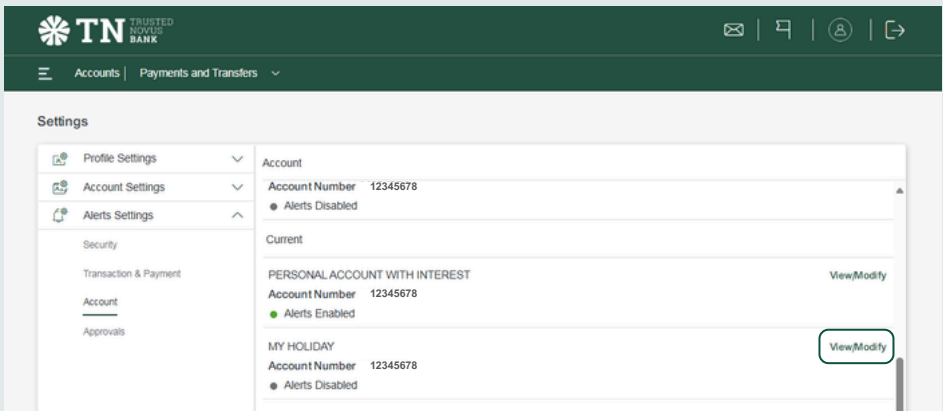
2. If you wish to enable, click to change the toggle and customise your preferences by the icons provided.



How to view and manage your Alerts

3. For specific account alerts:

- Go to **'Account'**. Select the account you want to modify by clicking **'View/modify'**
- Press **'Enable Alerts'**
- All communication alerts are automatically selected
- Untick the boxes you do not want to receive alerts on



How to view and manage your Alert Settings

Settings

Profile Settings

Account Settings

Alerts Settings

Account

Transaction & Payment

Security

Enable Alerts

Get notified as per alert preference

SMS Email Push Notifications Notification Center

Account Credited

Select Channels: SMS Email Push Notifications Notification Center

Account Debited

Select Channels: SMS Email Push Notifications Notification Center

Maximum Balance Alert

Select Channels: SMS Email Push Notifications Notification Center

Maximum Balance

An alert is sent when the account reaches the maximum balance amount that meets the threshold requirements.

£ 50.00

Wealth Order Execution

Select Channels: SMS Email Push Notifications Notification Center

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4. Now select how you want to receive alerts:

- You need to **'Enable Alerts'** to edit the page
- If you do not want to receive alerts from a particular channel, click on it, which will deselect it
- The channel highlighted will become your line of communication with the Bank
- Once you have chosen your alert preferences scroll to the bottom and click **'Save'**
- Check your alerts here **'Alerts Settings'**. It will say **'Alert Enabled'** or **'Alert Disabled'** depending what you have set up

PERSONAL ACCOUNT WITH INTEREST View/Modify

Account Number 12345678

● Alerts Enabled

PERSONAL ACCOUNT WITH INTEREST View/Modify

Account Number 12345678

● Alerts Disabled

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