

Secure Messages

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1. Click on the 'Messages' menu on the left side of the screen.
2. Click on the 'New Conversation' button 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 Rockland Trust. Since the message is delivered securely within Online Banking, sensitive material (i.e. SSN, account number(s)) may be safely included in the body of the message.

The screenshot shows the Rockland Trust online banking interface. On the left, a dark blue navigation menu is visible with the 'Messages' option highlighted in a red box. The main content area is titled 'Conversations' and displays a list of messages. The top message is a 'Security Alert Notification: Password Changed' from 'Customer Service - Do Not Reply' dated 4/10/2017. A 'New Conversation' button is highlighted in a red box in the top right corner. The message content is displayed in a white box with a blue header: 'Security Alert Notification: Password Changed'. Below the header, there is a checkbox for 'This message should never expire'. The message body contains the following text: 'Customer Service - Do Not Reply 4/10/2017 - 9:46 AM', 'This is your requested security alert notification.', 'On 4/10/2017 9:46 AM, your password was changed for ROSIE TOBIN in the Internet channel.', and 'If you suspect fraudulent activity, please contact us at 508-732-7072 during business hours. As this is an automated notification, please do not reply to this message.'

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

The screenshot shows the 'New Conversation' form in the Rockland Trust online banking interface. The form is titled 'Conversations' and 'New Conversation'. It features a 'With *' dropdown menu with the text '--Select Topic--' and a red box around it. Below the dropdown is a 'Subject *' text input field. To the right of the subject field is a 'Supported Attachments' icon. Below the subject field is a large 'Message *' text area. At the bottom of the form, there is a legend indicating that an asterisk (*) indicates a required field, and two buttons: 'Cancel' and 'Send'.

- Click the 'Supported Attachments' link on the right side of the screen to show what file types are supported.
- Click the paper clip icon to attach a file or document if desired.
- Click 'Send' at the bottom of the screen to submit the message to Rockland Trust.


Conversations

New Conversation

With *

--Select Topic--

Subject *

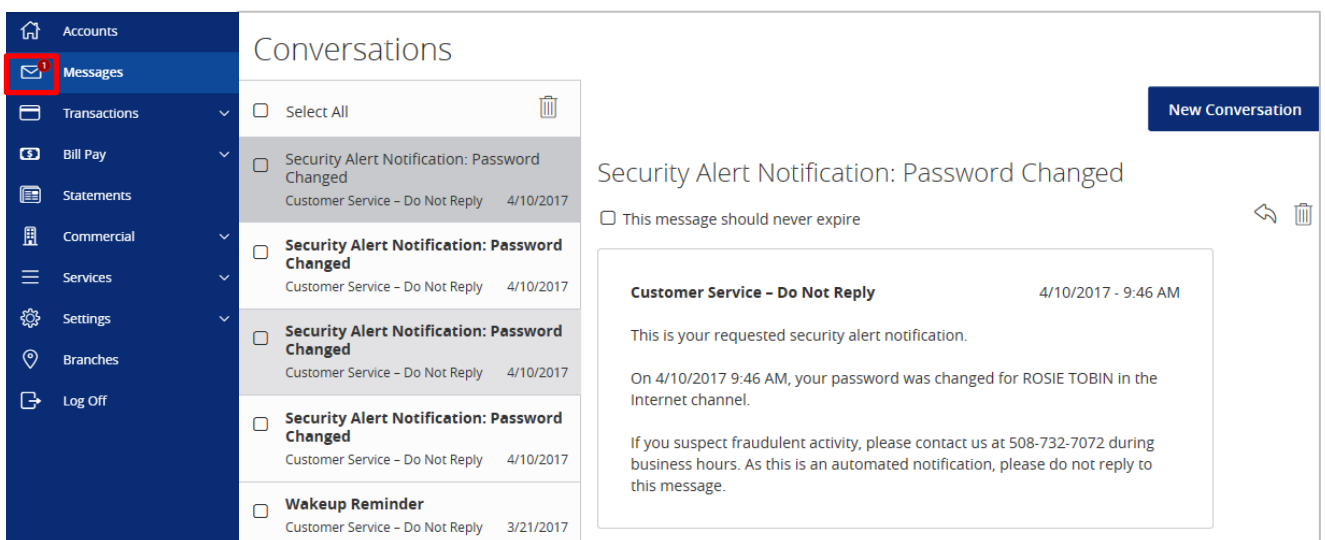
 Supported Attachments

Message *

* - Indicates required field

Cancel **Send**

- Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).
- A numeric indicator will appear in red next to the 'Messages' menu indicating how many unread messages are currently listed in the online mailbox.



The screenshot shows the 'Conversations' page in the Rockland Trust online mailbox. On the left is a navigation menu with 'Messages' highlighted and a red '1' indicating one unread message. The main area displays a list of messages:

Message Title	Sender	Date
Security Alert Notification: Password Changed	Customer Service - Do Not Reply	4/10/2017
Security Alert Notification: Password Changed	Customer Service - Do Not Reply	4/10/2017
Security Alert Notification: Password Changed	Customer Service - Do Not Reply	4/10/2017
Wakeup Reminder	Customer Service - Do Not Reply	3/21/2017

The detailed view of the selected message is titled 'Security Alert Notification: Password Changed' and includes the following text:

Customer Service - Do Not Reply 4/10/2017 - 9:46 AM

This is your requested security alert notification.

On 4/10/2017 9:46 AM, your password was changed for ROSIE TOBIN in the Internet channel.

If you suspect fraudulent activity, please contact us at 508-732-7072 during business hours. As this is an automated notification, please do not reply to this message.