

Business Banking Anywhere

Do all your everyday banking, quickly, easily and safely.

Secured Messages

Small Business Online Banking



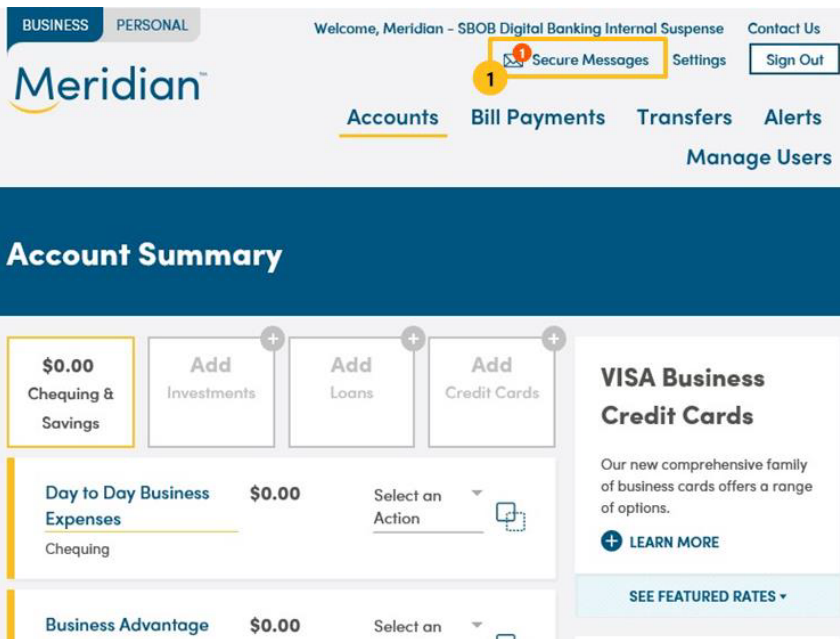
Online Guide

For more ways to bank from home, visit:
www.meridiancu.ca/businessbankanywhere

MeridianTM
Where banking feels good.

This guide outlines how to send Secured Messages through the Small Business Online Banking Platform. Secured Messaging allows you to communicate safely and securely with Meridian.

Ensure that you have logged into your online banking before following the below instructions.



Step 1: Navigate to your Secure Messaging Page

When you log into your Small Business Online Banking, click **Secure Messages** at the top of the screen to navigate to your secure messaging page.

When the small numbered bubble icon appears with the mail icon, this means there are unread secured messages in your inbox

BUSINESS PERSONAL Welcome, Meridian - SBOB Digital Banking Internal Suspense Contact Us
 Secure Messages Settings Sign Out
 Accounts Bill Payments Transfers Alerts
 Manage Users

Secure Message

My Messages NEW MESSAGE

ASSIGNED TO	SUBJECT	DATE	DELETE
Automated	Financial support for your business	Apr 07, 2020	X
Automated	15-month Non-Redeemable 2.10% GIC	Aug 21, 2017	X
Automated	Celebrate Canada's 150th with this great rate	Jun 28, 2017	X

Step 2: Retrieving and Replying to a message

All new messages will appear at the top of the inbox and be white rather than grey. Click on the message to view it.

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Secure Message

Financial support for your business PRINT BACK TO MESSAGES

Automated
 Received: Apr 07, 2020 12:00 AM (EST/EDT)

We know that this is a difficult and confusing time for businesses. We are working tirelessly to make sure that you know all your options for relief and support. Soon, the Government of Canada will launch the Canada Emergency Business Account (CEBA) Loan Program, which we will be able to help you implement.

All applications for this program must be submitted through one of Meridian's online banking platforms.

- The Canada Emergency Business Account Loan Program will provide qualifying businesses with access to a \$40,000 term loan at 0% interest until Dec 31, 2022.

If there are any attachments for your review, they will appear at the top of the message.

You have the option to print the message by clicking the *Print* icon, or return to your secure messages inbox by clicking *Back To Message*.

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Secure Message

Compose Message

1 Subject: Canada Emergency Business Account Loan Program

2 I have a question about my application for this program. |

+ ADD ATTACHMENT

Note: You can only add one attachment per message.

CANCEL SEND 3

By scrolling to the bottom of the message, you can also reply to a message by typing your response into the Reply field. Add attachments if necessary and then click the Send button.

Once submitted, your message will have the same subject line as the subject of the original message.

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Secure Message

My Messages

1 NEW MESSAGE

ASSIGNED TO	SUBJECT	DATE	DELETE
Automated	Financial support for your business	Apr 07, 2020	✕
Automated	15-month Non-Redeemable 2.10% GIC	Aug 21, 2017	✕

Step 3: Sending a New Message

To send a new Secured Message, click the **New Message** icon.

Secure Message

Compose Message

1 Subject: Canada Emergency Business Account Loan Program

2 I have a question about my application for this program.

+ ADD ATTACHMENT

Note: You can only add one attachment per message.

3 CANCEL SEND

Enter a subject line in the Subject field, and then type your message in the Text field below.

You can add an attachment by using the **Add Attachment** option. You can up to 3 files with a maximum of 2MB for each file.

When you are ready to send your message, click the **Send** button.