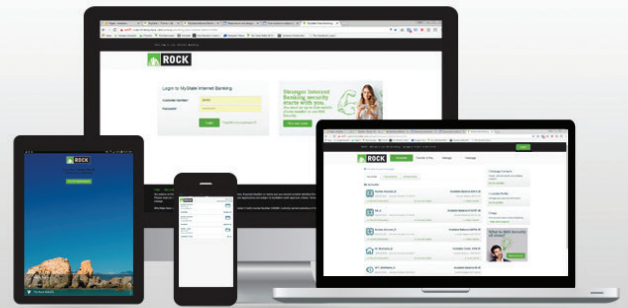


# Internet Banking Guide

## Messages



The **Messages** section allows you to send and receive secure messages to and from the Rock Service Centre. The Message functionality is only available through our desktop version of Internet Banking, not Mobile Banking.

### Sending us a new message

To send us a new message, click on **Messages** and then **Compose**. You can then select a template from the drop down list.

Inbox Sent Compose

**Compose a message**

Template

Subject\*

Message\*

- Please Select
- Other Services
- Card Enquiry
- Update Contact Details
- Term Deposit Instructions**
- Transaction Enquiry
- Statement Request
- Form Request
- Loan Enquiry
- Account Enquiry
- IMPORTANT: Report a Security Breach
- Insurance Enquiry
- Permanent Payment
- Payroll Distribution
- Testing dummy template
- New Dummy Template

After you have completed your message, click continue. You will receive confirmation that your message has been sent successfully.

### Viewing and replying to received messages

Subject	Date	Action
Online Term Deposit Instructions	12/07/2016	
Direct Debit Cancellation	12/07/2016	
Address Change	30/06/2016	

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If you have received a message from us, this will be flagged under **Messages**. To view, click on the message link.

You will then have the option to read, delete or reply to each message.