

How do I send a secure message in digital banking?

Your privacy is our top concern. You can securely send sensitive information such as your account number and other personal information by using the secure Message Center.

You can access the Message Center by clicking the **Profile** dropdown or the **Support** tab and selecting **Message Center**.

To compose a new message:

1. Click the **Compose** button on the **Inbox** tab of Message Center.
2. Select the message **Subject** from the dropdown menu.
3. Select the **Account** the message refers to from the dropdown menu.
4. Enter the Message body and select the **Attach Files** link to attach files to the message.
5. Click the **Send Message** button to send the message or click the **Cancel** button to close the New Message window without sending the message.

The screenshot displays the Heartland Bank digital banking interface. The top navigation bar includes the Heartland Bank logo, the user name "Demo User", and a dropdown menu. Below the navigation bar, there are tabs for "Dashboard", "Accounts", "Transfers", "Bill Pay", "Financial Wellness", "Settings", and "Support". The "Support" tab is active, and the "Message Center" is open. The Message Center shows an "Inbox" tab with a "Compose" button (marked with a circled 1). The message list includes "RE: Check Copies (2)" and "RE: Deposit Transactions (2)". A message from Heartland Bank is selected, showing the subject "Check Copies" and the account "Freedom Checking 75610". The message body contains information about accessing check images. A "New Message" window is open on the right side of the screen. The window has a "Subject" dropdown menu (marked with a circled 2), an "Account" dropdown menu (marked with a circled 3), a "Message" text area (marked with a circled 4), and an "Attach Files" link. At the bottom of the window, there is a "Send Message" button (marked with a circled 5) and a "Cancel" button.