



B-MAIL

| In brief | |
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| | |

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B-Mail is a <u>secure</u> message system that allows you to exchange messages with your bank.

Sending a message

B-Mail allows secure instructions, messages and requests for information to be sent to the bank.

These instructions will be forwarded to recipients pre-defined by the bank, mainly the Help Desk and your relationship manager.

It goes without saying that payment instructions forwarded via this module will be refused as tailored modules exist for this purpose, which you are requested to use.

| Votre BANQUE Your BANK UW BANK | List of outgoing messages : XX | x010000 X |
|--|--|--|
| Accounts 00030030010 EUR 00030030011 USD 00030030012 GBP Database Envelopes Messages Incoming Outgoing HELP-DESK Filters Status | Status Subject Ready Problem of connection Ready Problem of signature Ready Signature | Addressee HELP DESK HELP DESK * HELP DESK * |
| | Duplicate Modify Delete Detail Sign Infom | mation Annex Print 💌 🔺 |

On the left-hand side of the screen, click on:

- "Messages"
- "Outgoing"

A list of possible recipients of your messages appears on the screen; select the appropriate one.

Enter your instruction as an ordinary mail.





| Votre BANQUE Your BANK | Outgoing messages : XX010000 | × |
|---------------------------|--|---|
| WW BANK | Destination: HELP DESK Subject: Payment Text: Hello, I can not sign a payment of 900,000 euros. Could you explain me why ? Thank you Save Quit | |

Important

This module does not accept special and accented characters (e.g. é, è, à, ù, ç, etc.).

When the message has been saved, it appears under "ready" status.

| Votre BANQUE Your BANK | List of outgoing messages : XX010000 | | |
|--|--------------------------------------|-------------------------|-----------------|
| UW BANK | | | |
| Accounts | Status Subject | | Addressee |
| = 00030030010 EUR | Ready Payment | | HELP DESK |
| 00030030012 GBP | Ready Problem of c | connection | HELP DESK |
| 🕀 Database | Ready Problem of s | ignature | HELP DESK * |
| 🕀 Envelopes | Ready Signature | | HELP DESK * |
| Incoming Outgoing HELP-DESK B Filters B Status | Duplicate Modify Delete | Detail Sign Information | Annex Print 💌 🔺 |

You can now attach a document to the message.

To do this, click on "Attach" and select the document via the "File" function.





| Votre BANQUE Your BANK UW BANK | | × |
|---|--|---|
| Accounts O0030030010 EUR O0030030011 USD O0030030012 GBP Database Envelopes Messages Incoming Outgoing HELP-DESK Filters Status | Origin : YOUR ACCOUNT Destination : HELP DESK Subject : PAYMENT File : Size : Date : Time : Reference : | |
| | Receive Send Quit | |

Select the file to be attached to the message from the appropriate directory.

Once the file has been selected, the B-Mail application completes the technical data such as the size of the attached file, the date and time, and a reference automatically associated with the attached file.

| Votre BANQUE Your BANK UW BANK | List of outgoing messages : X | X010000 × |
|---|---|---|
| Accounts O0030030010 EUR O0030030011 USD O0030030012 GBP Database Envelopes Messages Incoming Outgoing HELP-DESK Filters Status | Status Subject Ready Payment Ready Problem of connection Ready Problem of signature Ready Signature | Addressee HELP DESK * HELP DESK * HELP DESK * HELP DESK * |
| | Duplicate Modify Delete Detail Sign Info | mation Annex Print 💌 🔺 |





To confirm your choice, click on "Send".

Finish by clicking on "Exit".

| Votre BANQUE Your BANK UW BANK | List of outgoing messages : XX | X010000 X |
|--|---|---|
| Accounts 00030030010 EUR 00030030011 USD 000300012 GBP Database Envelopes Messages Incoming Outgoing HELP-DESK Filters Status | Status Subject Ready Payment Ready Problem of connection Ready Problem of signature Ready Signature | Addressee HELP DESK * HELP DESK HELP DESK * HELP DESK * mation Annex Print v • |
| rour message is saved a | nu ready to be signed | |

Your attachment is confirmed if (*) is shown.

The signing procedure is identical to that for payments.





| Votre BANQUE Your BANK UW BANK | List of incoming messages : XX010000 | | |
|--|--|---------------------|-----------------|
| Accounts 00030030010 EUR 00030030011 USD 00030030012 GBP Database Envelopes Messages Incoming Outoping HELP-DESK Filters E Status | Subject R, p. : XX010001: Payment Reply Delete Detail Info | Origin HELP DESK | Date 20031022 * |

Receiving a message

On the left-hand side of the screen, click on:

- "Messages" "Incoming"

A summary of received messages appears on the right-hand side of the screen.

Select a message and click on the "Detail" of the lower action bar to know the content.

| Votre BANQUE | Incoming messages : XX010000 |
|--------------------------------------|---|
| Votre BANQUE Your BANK UW BANK | Incoming messages : XX010000 HELP DESK R, P. : XX010001: PAYMENT Text: Please find enclosed the explanations for your problem Yours sincerely, Isabelle Duvigneaud, Sabine Trekels & Bernard De Praet Electronic Banking Team BELGOLAISE S.A. BRUXELLES Tel : 00 32 2 551 74 24 Fax : 00 32 2 551 76 67 |
| | Quit |





Select a message and click on "Breakdown" in the lower toolbar to read the content.

To receive the attachment, select the message and click on "Attachment" in the lower toolbar.

| Votre BANQUE Your BANK UW BANK | | X |
|--|--|---|
| | Origin : HELP DESK Destination : YOUR ACCOUNT Subject : R,P. : XX010001: PAY File : DIGIPASS.DOC | |
| E Outgoing HELP-DESK Filters Status | Size : 19 KO Date : 22/10/2003 Time : 13H45 Reference : 0004V0000-C | |
| | Receive Send Quit | |

The technical features of the attached file are displayed.

To receive the attachment, click on "Receive" to save it in a directory of your choice.

You can also reply to the message, delete it, etc from the message summary screen.