

Contact People First Bank securely

We're here to help with your
questions – big or small.



**You can contact us securely
through the People First Bank
App and Online Banking.**

In this guide:

How to send and reply
to messages

How to check message
notifications

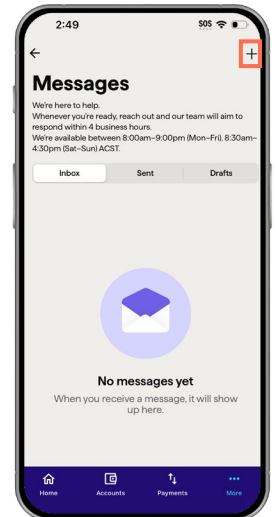
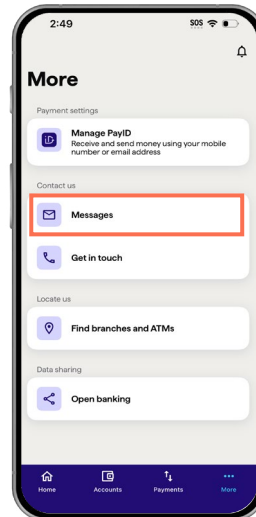
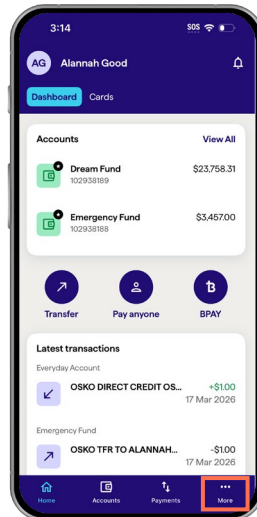
Sending and replying to messages

You can ask us questions or raise concerns easily via the People First Bank App or Online Banking.

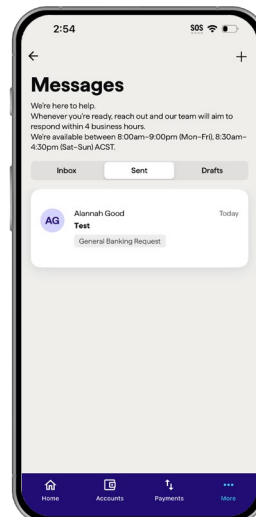
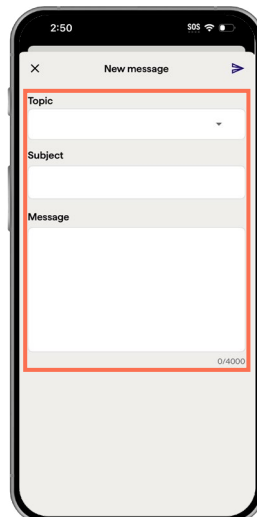
People First Bank App

1. Log in to the People First Bank App and select the three dots in the bottom menu (...) and select **'Messages'**.

Send us a message by pressing the plus button at the top of the screen (+).

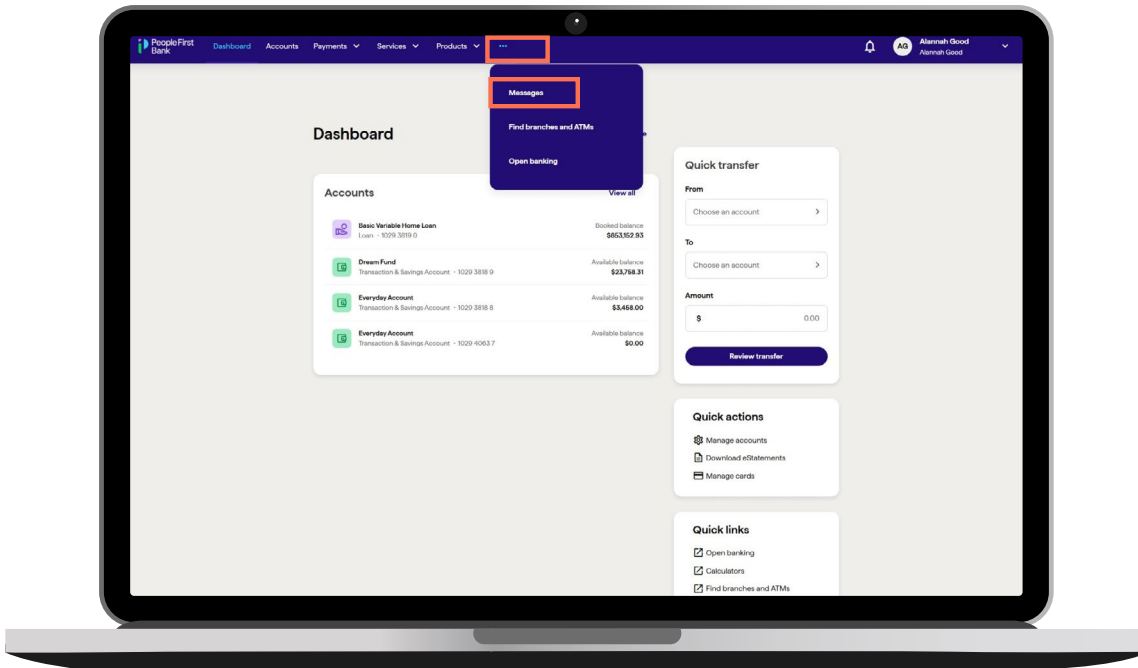


2. Select a topic from the drop-down box, type in your message, and press **'Send'**

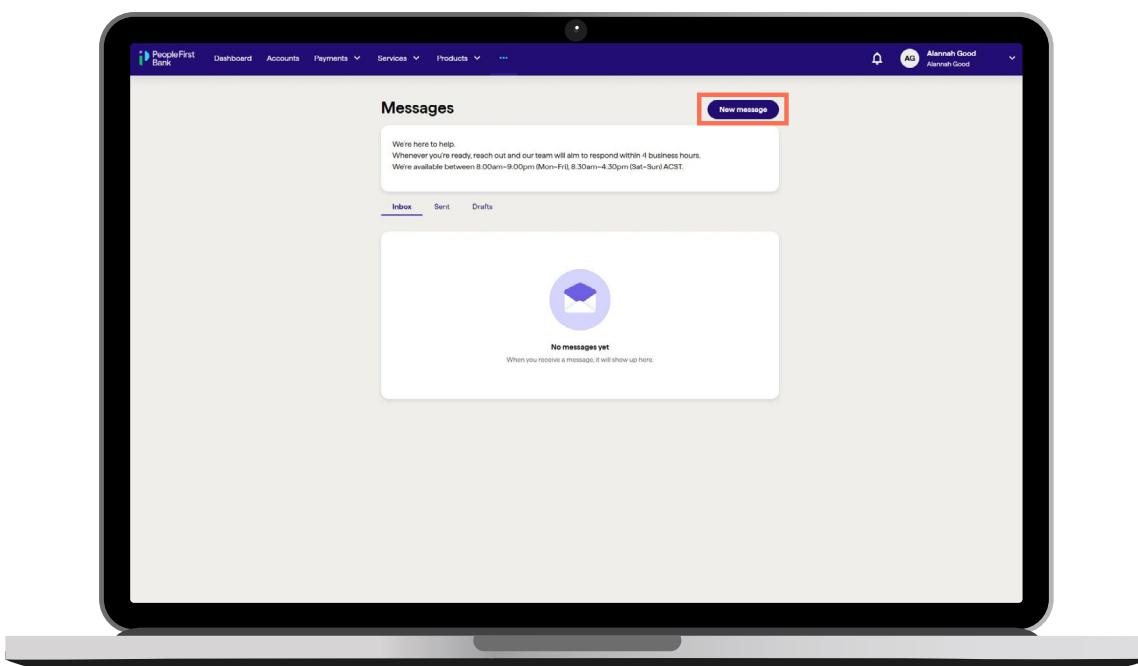


Online Banking

1. Log in to Online Banking and press the three dots in the top menu (...) and select **Messages**.

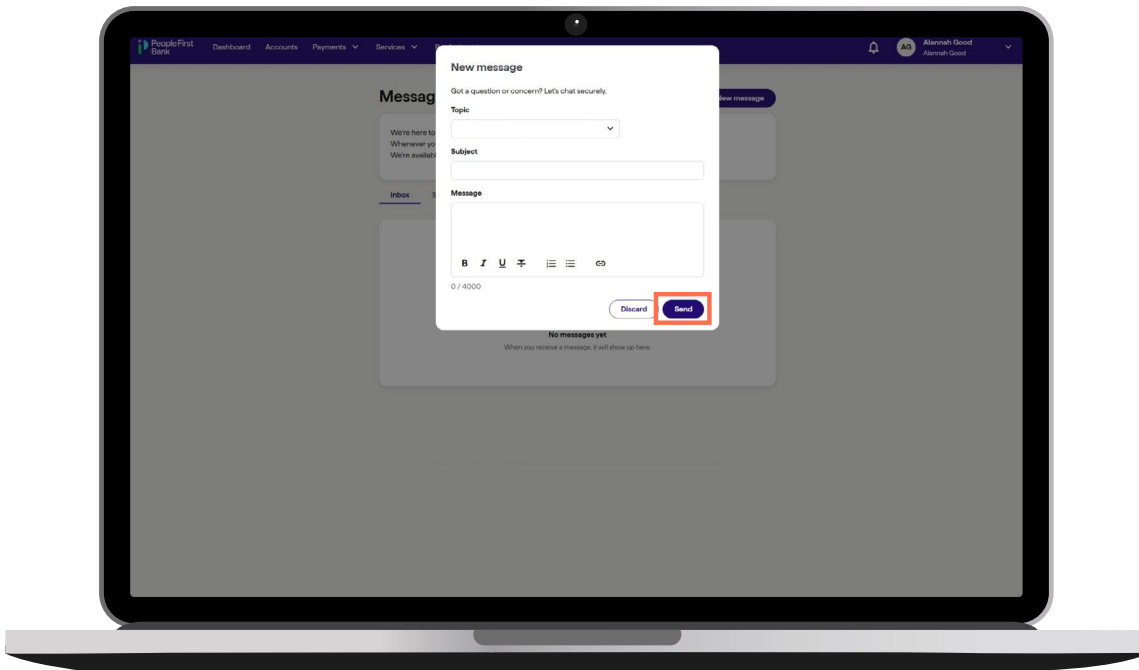


2. Send us a message by pressing **New Message** in the top right of the screen.



Online Banking

3. Select a topic from the drop down box, type in your message, and press **'Send'**.



Message notifications

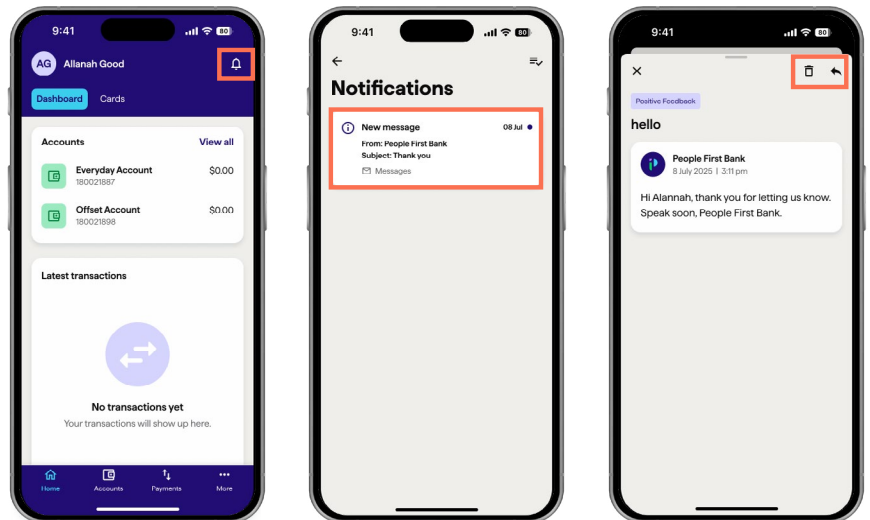
After sending us a message, you will receive a response directly into your Messages Inbox. Please ensure you check back regularly to see if you have a response to your enquiry.

People First Bank App

1. Log in to the People First Bank App and click the bell icon on the top right of the screen.

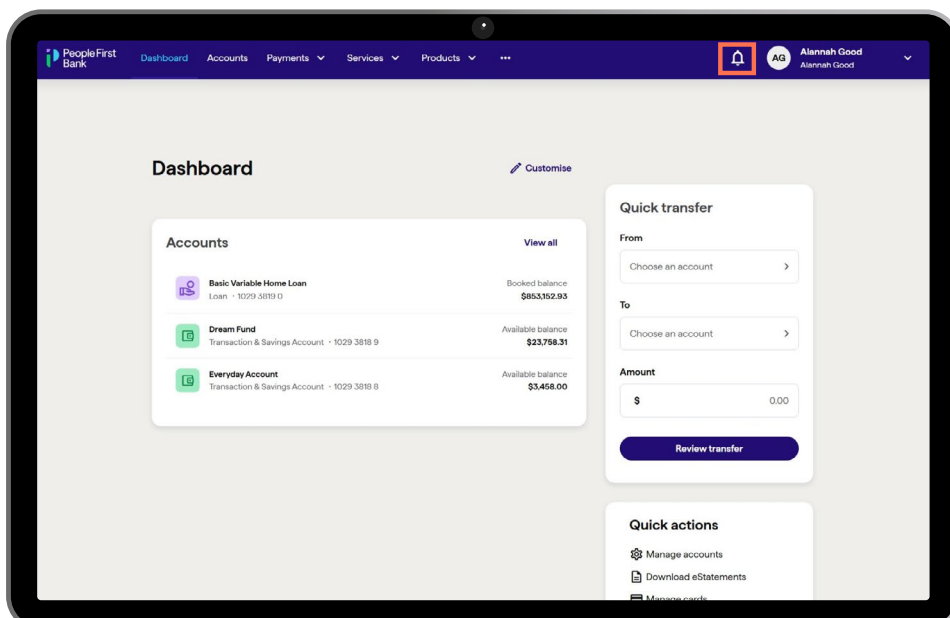
'Select' the notification for the message you wish to view.

You can delete the notification by pressing the bin icon on the top right of the screen, or reply to us by selecting the arrow on the top right of the screen.



Online Banking

1. Log in to Online Banking and click the bell icon on the top right of the screen. Select the notification to open it in Messages. You can then read and reply to the message.





Need some help? No worries.

We're here to help. Here are a few ways you can get the help you need:

- **View our Welcome Hub:**
Check out peoplefirstbank.com.au/help-and-support/support-topics/welcome
- **View our FAQs:**
Some of our most frequently asked questions are answered at peoplefirstbank.com.au/help-and-support/support-topics
- **Give us a call:** Give our Customer Hub a call on 13 11 82. We're available 24/7.
- **Chat to us in person:**
Drop into your local branch and our friendly team can help you navigate the new App and Online Banking systems.