

Digital Services: Message Centre



Experience simplified communication and enhanced security with our Message Centre!

Effortlessly connect with your wealth management advisor’s team and securely share your documents directly from your digital services platform.

Why choose our Message Centre?



Secure and reliable

Your information is safeguarded with cutting-edge security measures.



Email notifications

Never miss a message from your wealth advisor’s team.



Convenient access to history

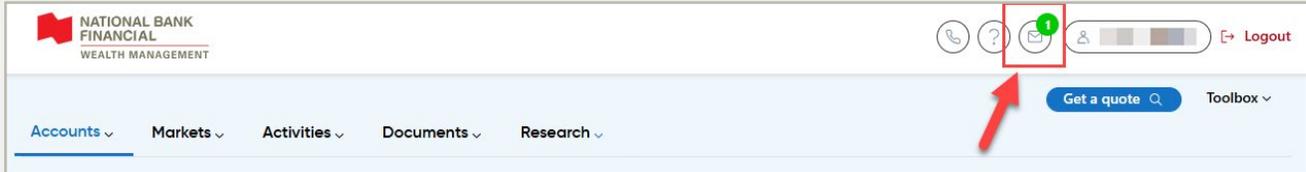
Retrieve archived messages whenever you need to.

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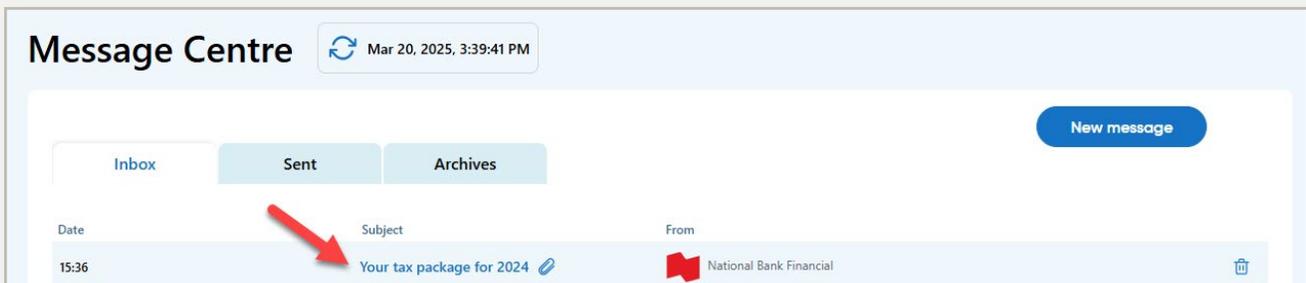
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How to access your Message Centre

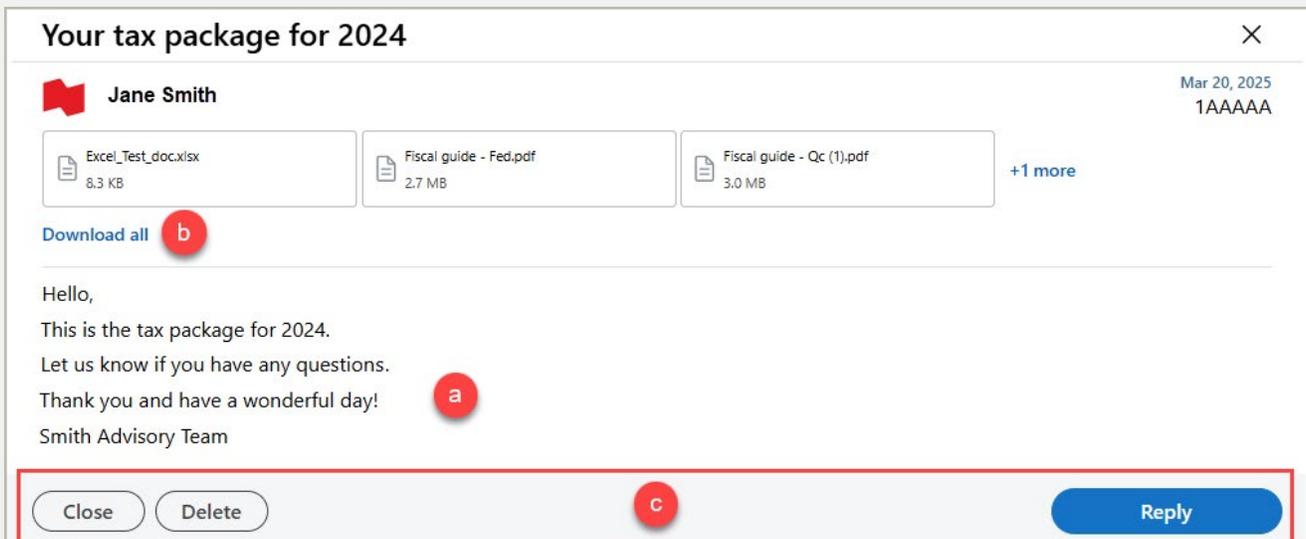
- 1 Go to nbwfm.ca or click on the **Digital services** link in your notification email. Then log in via **Client access** as usual.
- 2 Once logged in, click on the envelope icon at the top right corner.



- 3 The **Inbox** tab will open. Click on the message to view it. **Note:** When there is an attachment, you will see a paper clip icon.

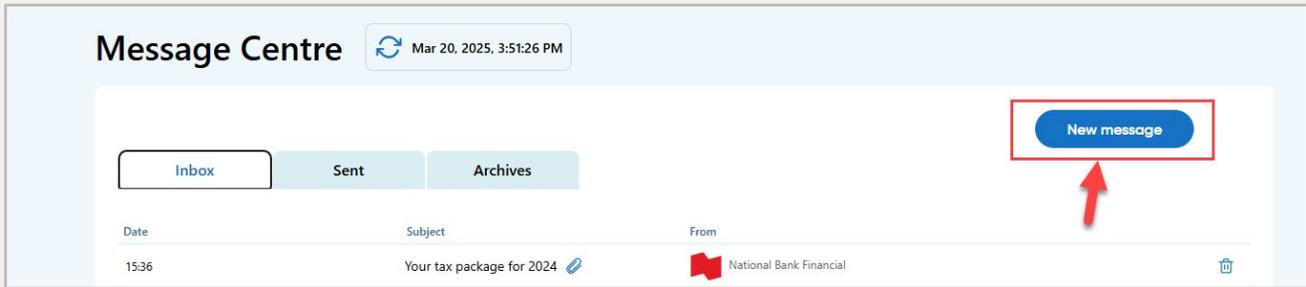


- 4 In the message window:
 - a. You can read the message from your wealth advisor's team.
 - b. If there are multiple attachments, you can click on **Download all** to save all the documents on your device.
 - c. You can either **Close** the message, **Delete**, or **Reply**.**Note:** All deleted messages will remain available in the **Archives** tab in Message Centre for 7 years.



How to send a message

1 From Message Centre, click on **New message**.



2 Before writing to your wealth advisor's team, please take note:

- › For any questions related to transactions, please contact your wealth advisor's team directly.
- › Also, **this message is visible to all members** of your wealth advisor's team.

To write a new message, please complete the steps below:

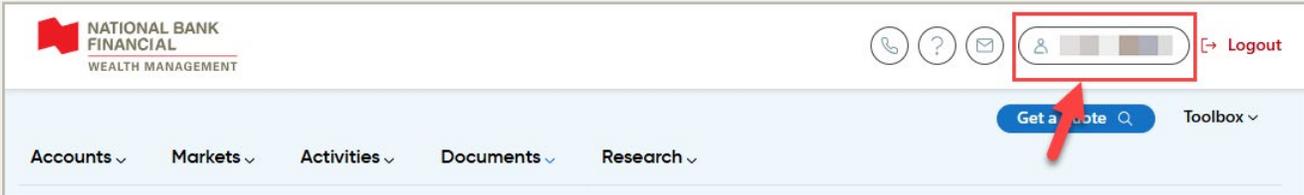
- Select the account.
- Write a subject.
- Write your message.
- Attach a document, if applicable. The filename must only contain letters, numbers and the following characters: . () - _ . The maximum allowable file size is 25 MB.
- Click on **Send**.

3 Once sent, you will see a confirmation window. A copy of your sent message is available under the **Sent** tab for 7 years.

Your wealth advisor's team will reply to your message promptly. **For any urgent inquiries, please contact a member of your wealth management team.**

How to change your Message Centre notifications

1 Go to your profile by clicking on your name located in the top right corner of the page.



2 To modify your notifications for Message Centre, follow the steps below:

- a. Select **Preferences**.
- b. Open the **Manage my Message Centre** sub-section.
- c. You can activate notifications by checking the box. Or you can deactivate them by unchecking the box.
- d. Enter the email address where you wish to receive notifications.
- e. Click on **Save**.

