

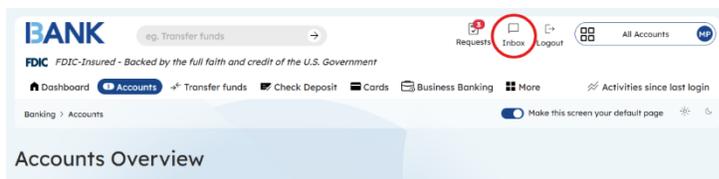
# BANK

## Who can I contact if I have issues with the new platform or app?

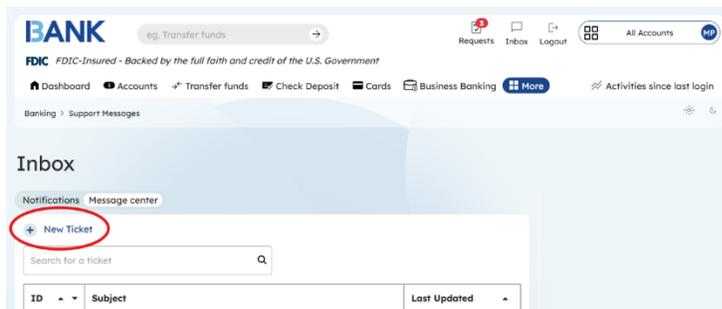
Our customer service team is ready to assist you in this transition. Reach us at by email at [support@bank3.com](mailto:support@bank3.com) or by phone at (833) 623-2265.

The new platform also offers a built-in messaging feature for contacting Bank3 Support. Below are the steps to submit a message directly through the online platform.

1. Click the **Inbox** button at the top of the screen.



2. Click **New Ticket**.



3. Fill out the fields describing your issue, attach a relevant screenshot or file if needed, and click **Send Message**.

Create New Tickets

Inquiry Type:

Inquiry Sub Type

Subject:

Message:

Attachment (Optional)  
 The file size must be less than 20 MB.  
The files must be a file of type: AVI, MOV, MP4, txt, docx, png, jpg, gif, tiff, csv, xlsx & pdf.

Selected files  
To select different files, please click Choose files button again

You can manage and see all your past messages on the **Inbox** page.