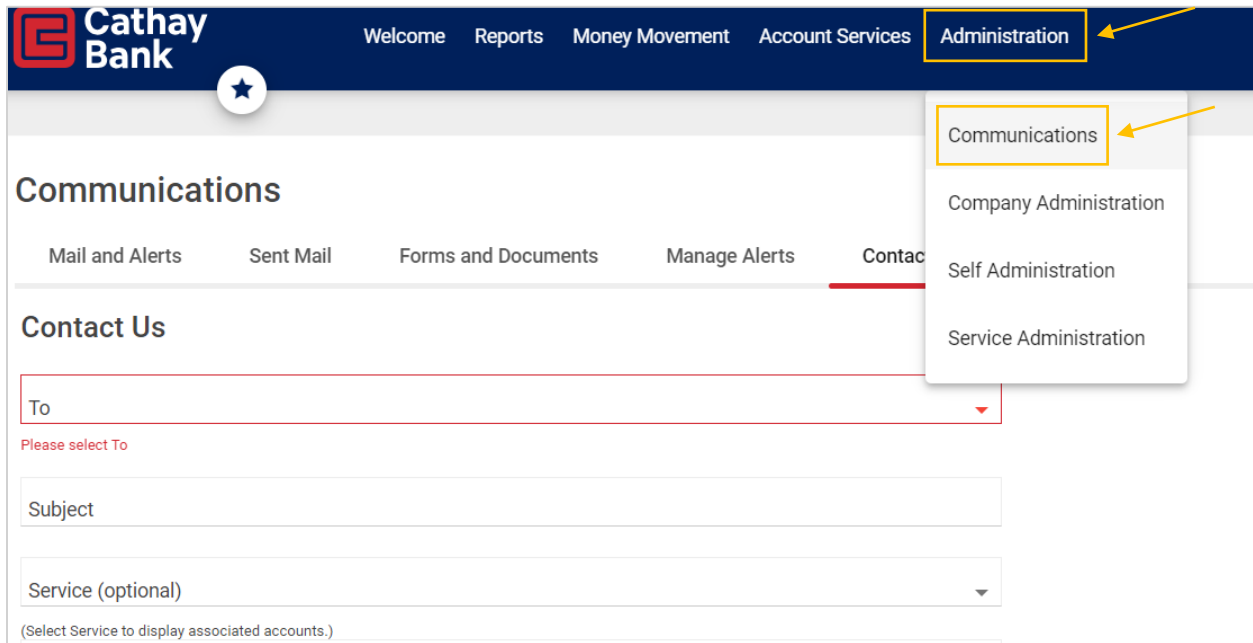


## Approving Wires – Secure Message

### Approving Wires – Secure Message Approval

1. Before confirming the wire transfer, review all the details carefully to ensure accuracy. Verify the recipient's name, account number, and the transfer amount.
2. To get to our Secure Message you will do the following; Hover over to **Administration > Communications**



The screenshot shows the Cathay Bank website interface. The top navigation bar includes links for Welcome, Reports, Money Movement, Account Services, and Administration. The Administration link is highlighted with a yellow box and a yellow arrow. A dropdown menu is open under Administration, with the Communications link highlighted by another yellow box and arrow. Below the navigation, the Communications section is active, showing tabs for Mail and Alerts, Sent Mail, Forms and Documents, Manage Alerts, and Contact Us. The Contact Us tab is selected, displaying a form with fields for To, Subject, and Service (optional). A red error message "Please select To" is visible below the To field. A note at the bottom of the form states "(Select Service to display associated accounts.)".

3. You will select **“Contact Us”**. A secure messaging interface will open within your online banking platform. Compose a secure message that includes your authorization and any additional details. Be explicit in your approval to ensure clarity.

## Communications

Mail and Alerts   Sent Mail   Forms and Documents   Manage Alerts   **Contact Us**

### Contact Us

To  
MAIL FOR CUSTOMER SERVICE

Subject  
WIRE APPROVAL

Service (optional)

(Select Service to display associated accounts.)  
Account (optional)

(Accounts associated with selected service.)

Add Attachment: [Browse](#)

Message

(10,000 characters maximum)

[Send](#)

- Here you will **attach a screenshot of the wire** that is being requested for approval. You will do that by selecting “**Browse**” and selecting the screenshot saved on your computer. You will then compose your message with the wire information needing approval.

### Communications

Mail and Alerts   Sent Mail   Forms and Documents   Manage Alerts   **Contact Us**

#### Contact Us

To  
MAIL FOR CUSTOMER SERVICE

Subject  
WIRE APPROVAL

Service (optional)

(Select Service to display associated accounts.)  
Account (optional)

(Accounts associated with selected service.)

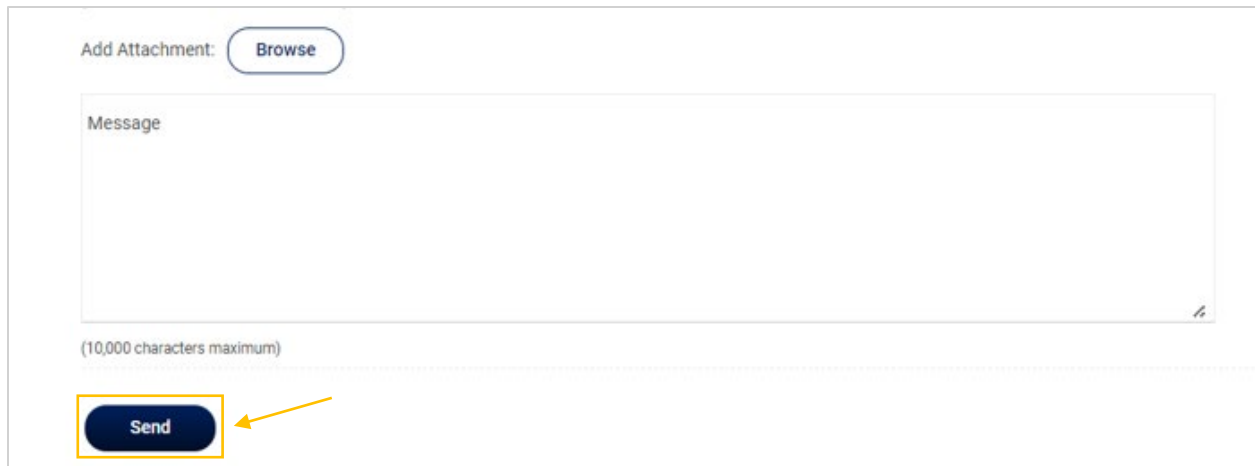
Add Attachment: **Browse**

Message

(10,000 characters maximum)

**Send**

5. After composing the message stating you are approving the wire and attaching the screenshot of the wire you would like to be approved, click the **“Send”** button to send the secure message.



6. We will review your secure message within your secure messaging system confirming that your request has been received.