

Secure Messages

The Message feature within Online Banking and our Mobile App allows you to communicate with us in a more secure manner than email. You can use this method to contact us for any questions or concerns you have about your accounts, or our products and services.

DESKTOP INSTRUCTIONS: (photos on following page)

1. Begin by clicking the drop down arrow next to your name at the top right of the screen, then select **Contact Us**.
2. Click **Secure messages and attachments** under the Contact via Secure Messaging section. Click on the message you would like to read. Your message will open in the new window. Here you can read, reply, and delete the message. You can also use your browser's print function to print the message if needed.
3. To send a new message, select **Compose New**.
4. Select the applicable **Category** from the drop down menu.
5. Select the **Account** from the drop down menu, if applicable.
6. Enter the **Subject**.
7. Type your **Message**. Select the checkbox to "Send notification on receiving a response to this message." With this option selected, you will receive an email notifying you when we respond to your message.
8. Select **Send**. We will respond to your inquiry by email during normal business hours.

Thomaston Savings Bank

THOMAS CUSTOMER | Log Out

Accounts Transfers Open an Account Send Money With Zelle® Bill Pay IFI Lending Center

Open the Door to New Opportunities with a Personal Bank Transfer

Learn More

1. Contact Us

Thomaston Savings Bank

Contact via Phone

Thomaston Savings Bank Contact Center - 1-855-344-1874

Mon-Wed: 8 a.m. - 5 p.m.
Thur-Fri: 8 a.m. - 6 p.m.
Sat: 8 a.m. - 12 p.m.

24-hour toll free telephone banking system:
800-841-1267

Report a Lost or Stolen VISA® Debit Card

Local during business hours:
860-283-1874
Toll-free during business hours:
855-344-1874
Toll-free after business hours:
833-462-0798

Contact via Secure Messaging

Secure messages and attachments

Messages

3. Compose New

Subject Track

Message Detail

4. Category
— Select a Category —

Status
New

Account (if applicable):
5. — Select an Account —

6. Subject

7. Message

Add Attachment

Send notification on receiving a response to this message.

8. Cancel Send

MOBILE INSTRUCTIONS: (photos on following page)

1. Click on the **hamburger menu**.
2. Select the **Contact Us**.
3. Click **Secure messages and attachments** under the Contact via Secure Messaging section.
4. Click **Compose New**.
5. Select the applicable **Category** from the drop down menu.
6. Select the **Account** from the drop down menu, if applicable.
7. Enter the **Subject**.
8. Type your **Message**. Select the checkbox to “Send notification on receiving a response to this message.” With this option selected, you will receive an email notifying you when we respond to your message.
9. Select **Send**. We will respond to your inquiry by email during normal business hours.

