

Keeping your money safe. A guide to using our secure messaging platform.

Welcoming you to DF Capital.

Once your account is open, we'll send you an email from dfcapitalsecuremessaging@dfcapital.co.uk. We'll ask you to click the link "Create a password". If you have any problems, click on "Secure Messaging service".

Start at the Log In page

Provide your email address and simply click "Next".

To create a password, click on "Forgot your password?" Confirm your email address is correct & click "Reset Password", an email link will be sent to you with a password reset confirmation.

You need to click on the link provided in the email - "To reset your password, please click [here](#)"

Creating a password is really easy if you follow our simple do's and don'ts.

It is obvious to say you should pick a password that is safe, secure and only known by you. You need to make sure that it is at least 8 characters long and meets our security standards. Clicking "Confirm" sets your password.

The final step and you will be receiving secure messages.

Simply enter your password, click "Log In" and you've made it. You can now safely, securely and with industry leading encryption communicate with us about your account.

Don't panic if you ever forget your password.

Simply enter your email address and click "Forgot your password?".

It's so easy using our secure messaging, we even let you know when you have mail!

When we send you a secure message you'll get an email letting you know. You'll know it's from us because the email will be from DF Capital Bank! The email address will be dfcapitalsecuremessage@dfcapital.co.uk and we will guide you to our secure message service by clicking the link within the email. You may want to bookmark this page in your web browser for the future.

If you've forgotten your password just click the link in the "Need help?" section and follow the simple steps.

Communicating with us is straightforward.

When you are logged in to our secure messaging service, simply click "Compose". From there it's much like email. You can log out of your secure messaging account by clicking on the  icon.

Type in our customer service email address: savings@dfcapital.co.uk, add a subject and then type in your query. You don't need to provide any personal details or numbers, we've got that covered through the secure link.

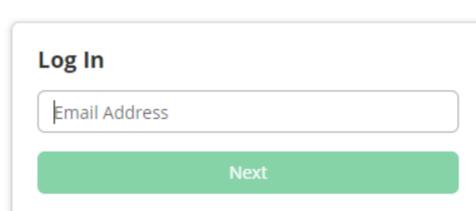
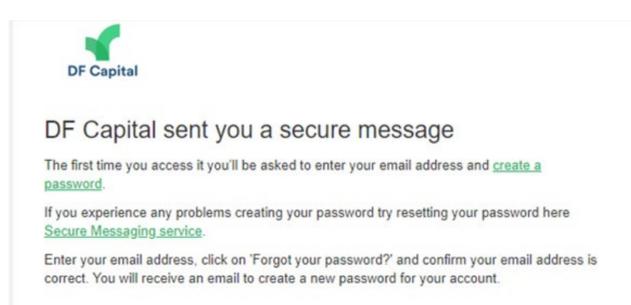
Our customer services team will be quick to respond – safely, securely and fully encrypted. Keeping your money safe is our priority – you'd expect no less!

Should you never need assistance or cannot get access to secure messaging – send our friendly customer service team an email at savings@dfcapital.co.uk – we'll be delighted to help but please don't share any confidential information, apart from your account number!

We are delighted that you're entrusting DF Capital with your savings.

We know, as a Bank, you don't only expect great savings rates but you also expect us to keep your money and details safe. This is why we use secure messaging, encrypted through our partner Mimecast, to keep all your account activities and communication secure. It is much safer than using email!

Here's how it works.



DF Capital Secure Messaging

DF Capital provides this secure messaging platform to ensure your personal information is treated with the highest level of care.

