

Quick Notes

CCM Online Banking New System - User Guide

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We thank you for your support and feedback during the launch phase of the new CCM Online Banking platform. We have been working hard to resolve the issues that have been brought to our attention. We encourage you to please continue submitting feedback to either your **Inland** or **Coastal** CCM Servicing team so that we can ensure a seamless experience for you at all times.

As you familiarise yourself with, as well as become accustomed to, the changes, we have the following support and training available to you:

- A video demonstration of the platform
- A user navigation guide
- Frequently Asked Questions guide

All these items are housed on Toolkit – and can be found under the System Information tab

Should you have any questions please contact our CCM **Inland** or **Coastal** Servicing teams. Monday to Friday 8am to 5pm.

Thank you for your continued partnership.

Regards

Shavonne Bagley

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Head of Client Servicing

