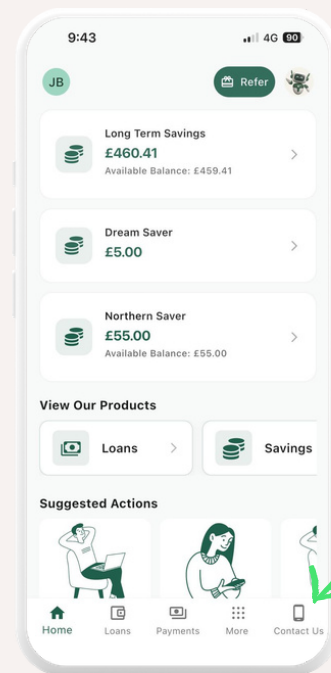


How to send a **private message** through the app



STEP ONE

When you have logged into the app, click the contact us button in the bottom right hand corner.



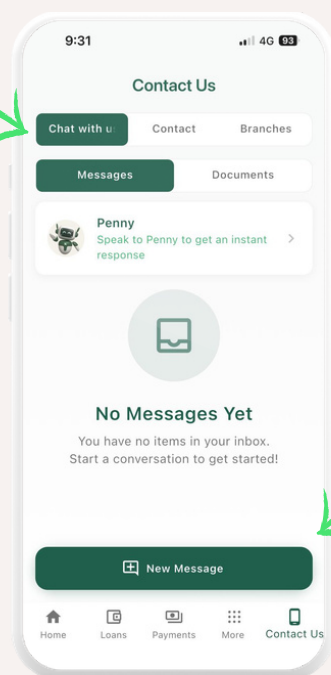
STEP TWO

The screen will change and show the option to chat with us.

To send us a new message click the **'new message'** button. Type your message then press send.

You can reply to a message simply by clicking on the message in the inbox, then type your reply and hit send.

If you have messaged us before, you can send us a new message **by replying to any message** in the inbox.



*Please note: all app messages will be replied to during working hours 9:30am - 4:15pm
(Friday's 9:30am - 3:00pm)*