

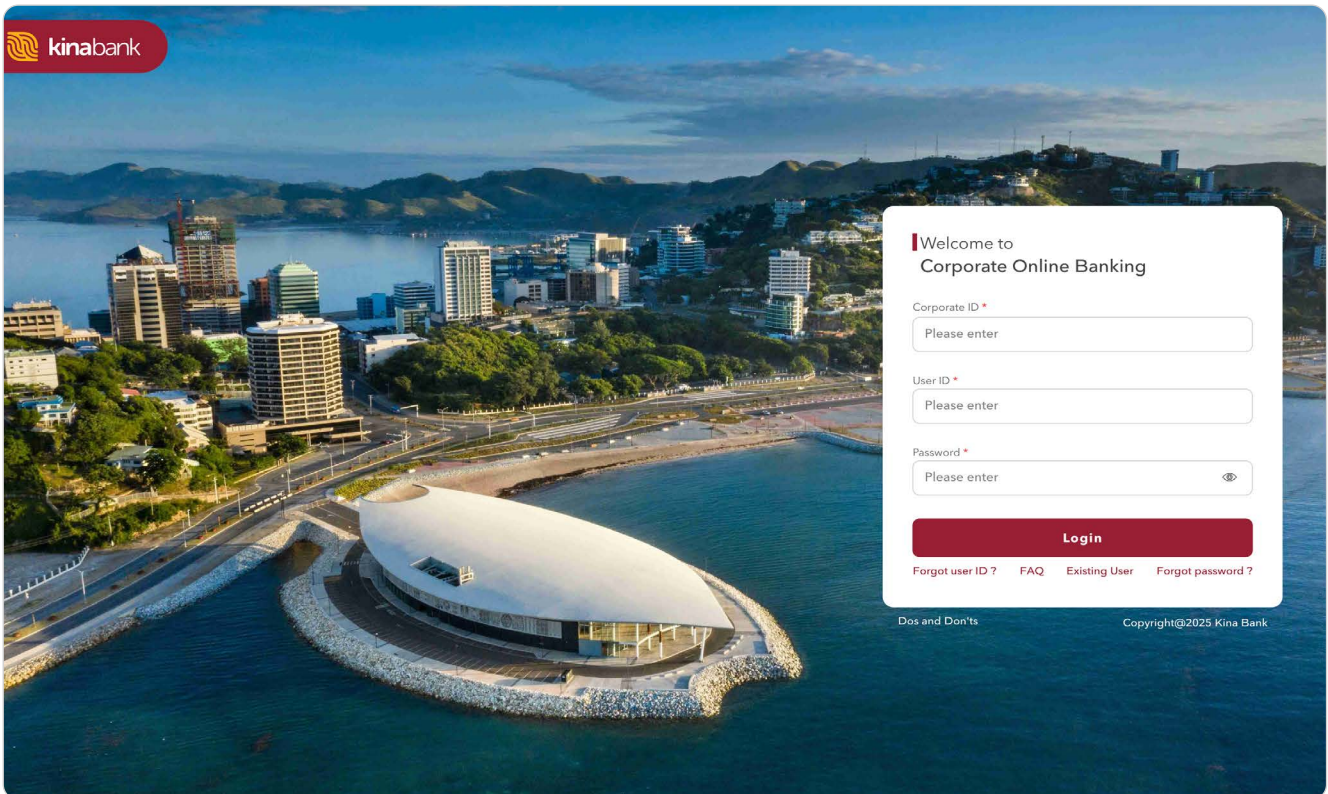
# Mailbox User Guide.



## Purpose of the Document

This guide outlines the use of the Mailbox feature in the Kina Corporate Online Banking (KINA COB) platform, allowing 2-way communication between the Bank and the Customer. Customer can make a Request, lodge a Complaint or make a Compliment regarding Kina Bank's products and services.

1. Log in to **Corporate Online Banking** via  
● <https://corporate.kinabank.com.pg/CorpUser/>



2. Enter the **6-digit OTP** sent to the preferred channel (SMS, WhatsApp or Email)

**Enter the OTP**

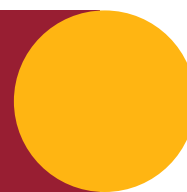
Please enter the 6-digit OTP sent to your preferred communication channel.

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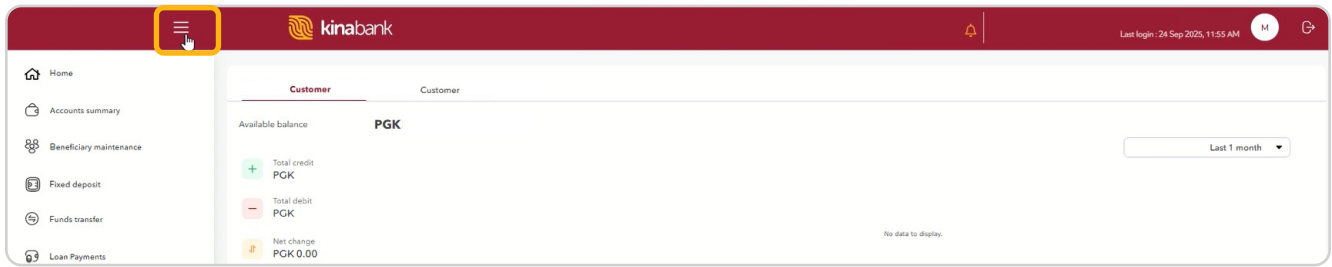
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**Time left: 02:56**

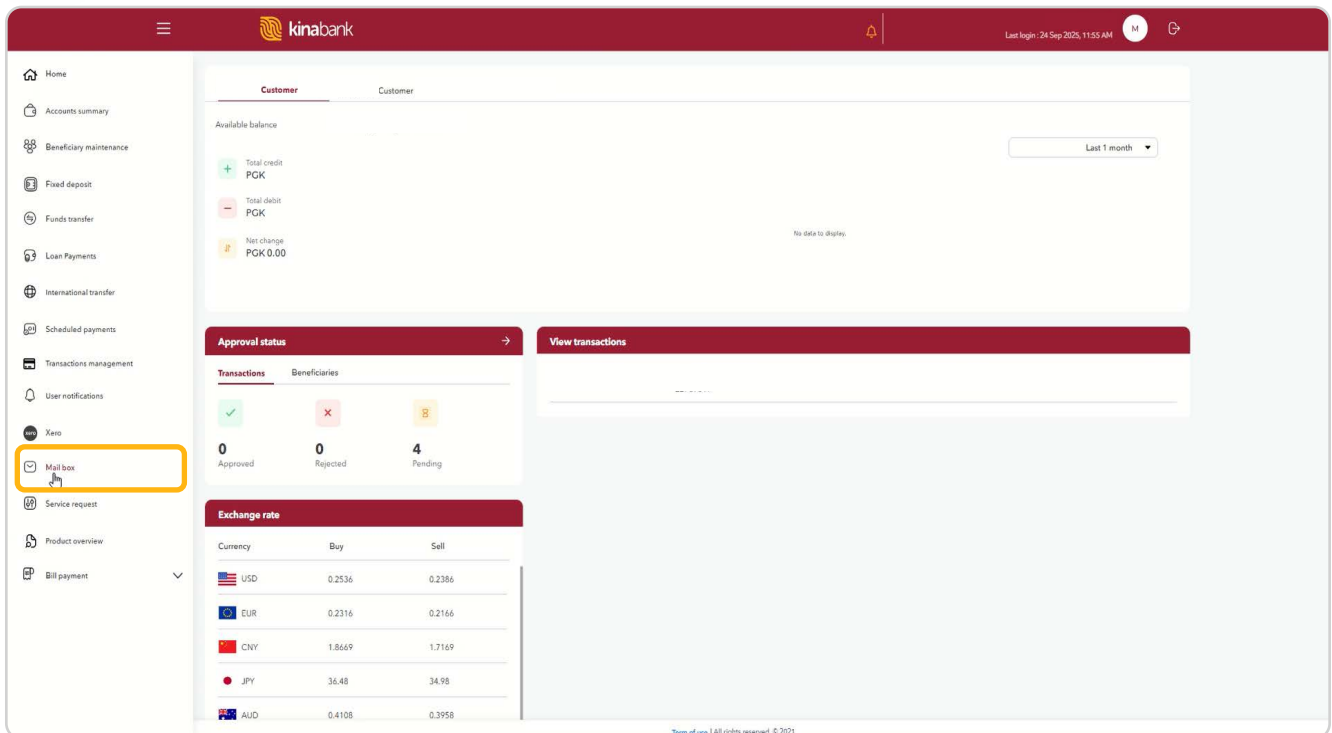
**Cancel** **Continue**



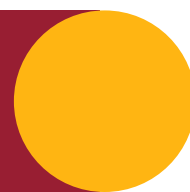
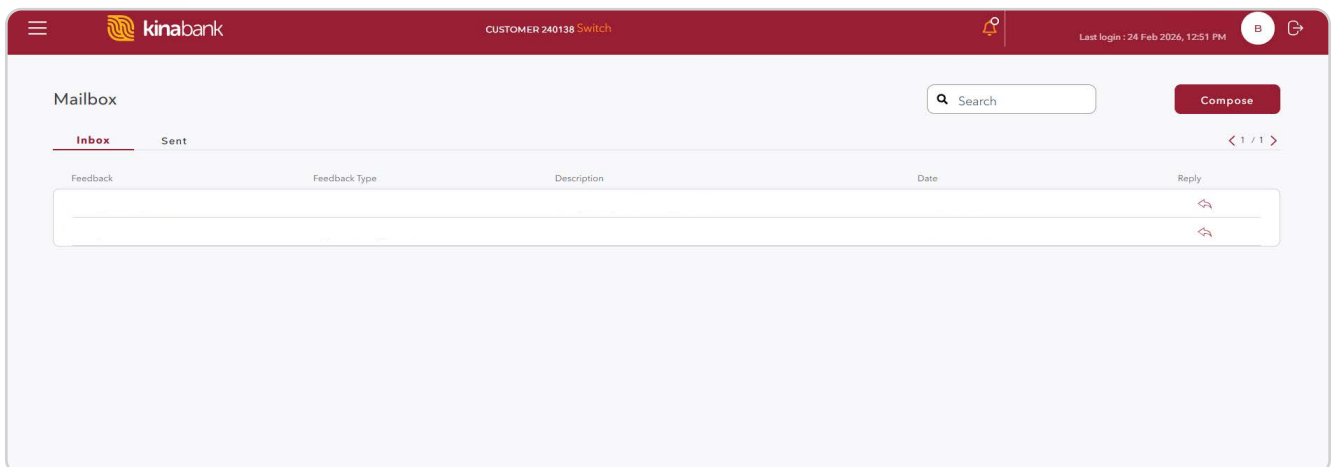
**3.** Click on the Navigation Menu on the top left of the Dashboard and select **Mailbox**.



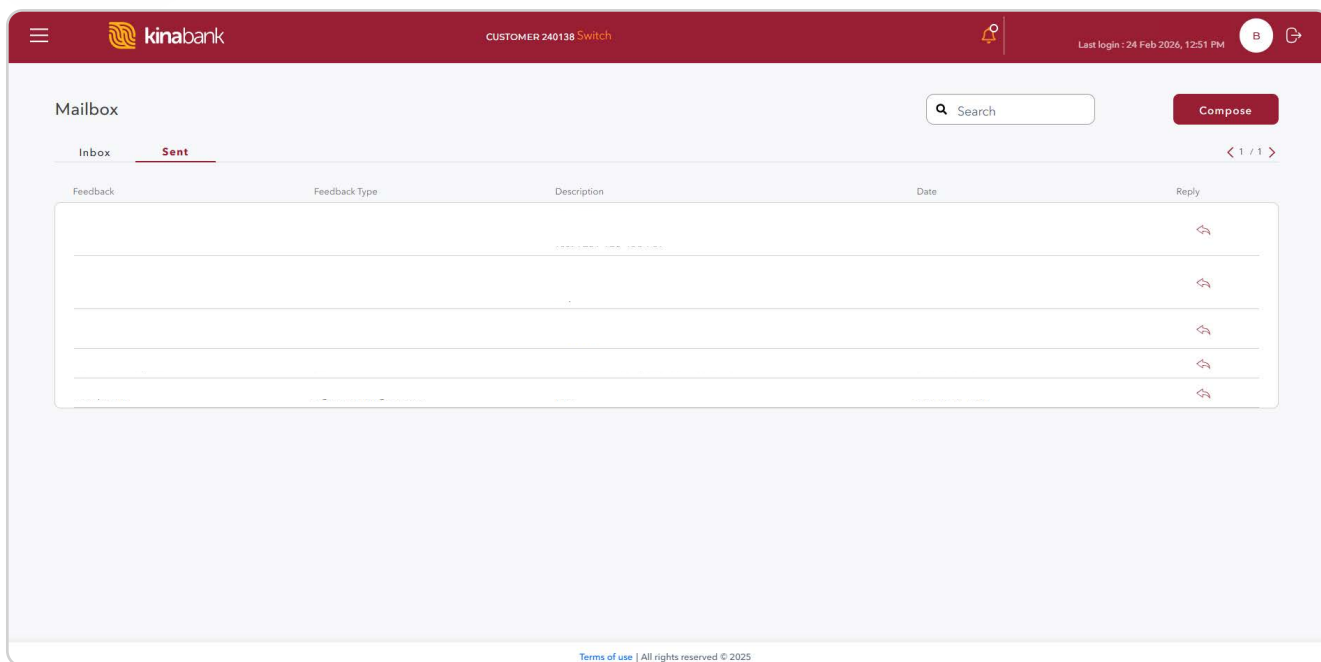
**4.** In the Mailbox screen, you can see all the mail you have sent and received. You can select an individual mail item to open, view and reply.



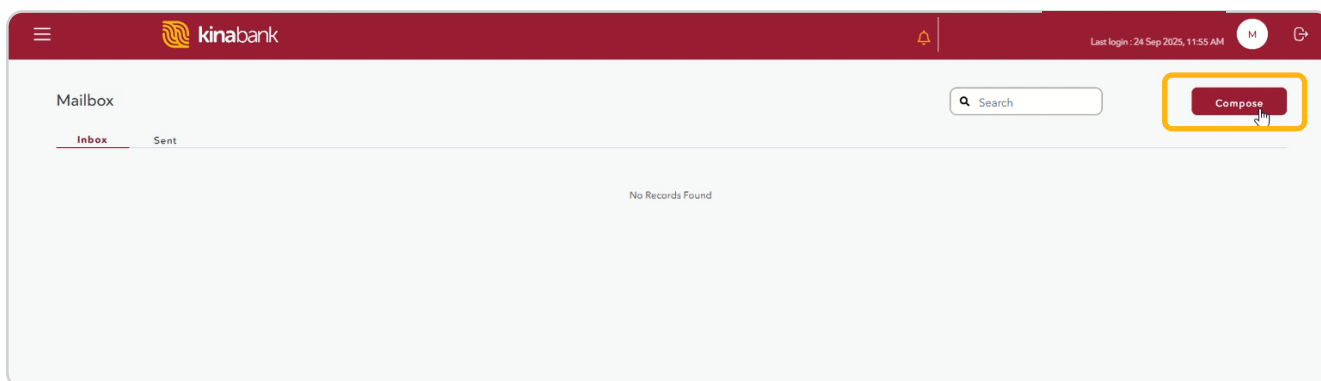
## Inbox view.



## Sent view.



## 5. Click **Compose** to send a mail.



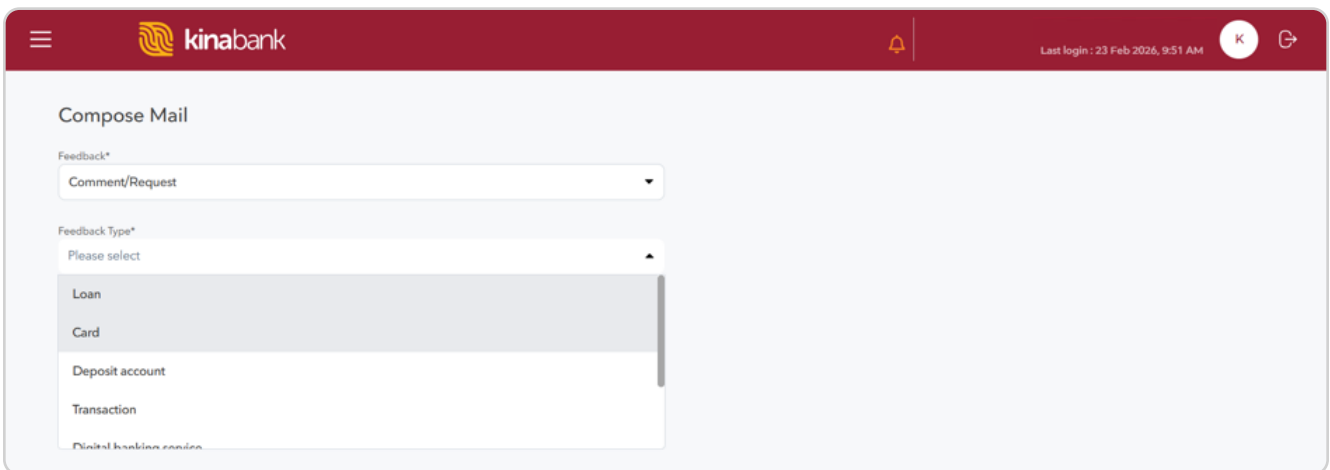
6. In the Compose Mail screen, select the options appropriate to your enquiry/ feedback and enter your message.

### Feedback

- Comment/Request
- Complaint
- Compliment

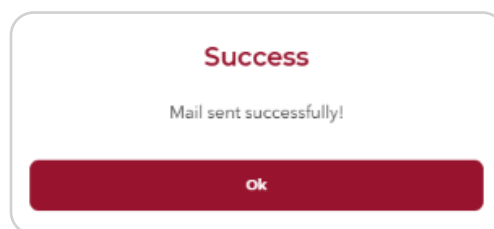
### Feedback Type

- Loan
- Card
- Deposit Account
- Transaction
- Digital Banking Service
- Staff/Branch
- Others



The screenshot shows the 'Compose Mail' interface. At the top, there is a navigation bar with the Kinabank logo, a notification bell, and user information including 'Last login: 23 Feb 2026, 9:51 AM' and a profile icon with the letter 'K'. Below the navigation bar, the 'Compose Mail' form is displayed. It features two dropdown menus: 'Feedback\*' with 'Comment/Request' selected, and 'Feedback Type\*' with 'Please select' as the current choice. A list of feedback types is shown below the second dropdown, including 'Loan', 'Card', 'Deposit account', 'Transaction', and 'Digital banking service'.

7. Click **Send** to send the mail.



**Note:** Please ensure to check your mailbox regularly for any updates or response to your mail.



The screenshot shows the 'Mailbox' interface. At the top, there is a navigation bar with the Kinabank logo, a notification bell, and user information including 'Last login: 24 Sep 2025, 5:29 PM' and a profile icon with the letter 'M'. Below the navigation bar, the 'Mailbox' section is displayed. It features a search bar with a magnifying glass icon and the word 'Search'. To the right of the search bar is a dark red button labeled 'Compose'. Below the search bar, there are two tabs: 'Inbox' and 'Sent', with 'Sent' being the active tab. Below the tabs, there is a table with columns for 'Feedback', 'Feedback Type', 'Description', 'Date', and 'Reply'. The table is currently empty.

