Secure File Exchange

Customer Instructions for The Commercial Bank Secure File Exchange

The Commercial Bank has a solution for sharing files securely with our customers. This solution allows customers to securely send attachments to bank staff, and likewise, for bank staff to send attachments securely to customers. This document provides the instructions needed to use this service.

Sending files to The Commercial Bank staff members

Customers and other authorized parties can use our service to transfer files to a bank staff member. Customers do not need an account to send files.

It is a good idea to let the bank staff member know you are sending files, so that they can expect the files and retrieve them in a timely manner. To send files do the following:

1. Access the following URL: http://thecommercialbank.leapfile.net
2. Access the Secure Upload section of the site.
3. Select the name of the bank staff member that should receive the file.
4. Follow the on-screen instructions.

Note: The subject line and body of the message are not encrypted. Please make sure that confidential information is not included in either of these areas.

Receiving files from a The Commercial Bank staff member

The bank staff member will prepare the file(s) for transfer. Once the transfer is posted to the secure site, you will be notified via e-mail that a file is available for you. The e-mail will contain instructions for you to follow to access the file.

File Deletion

Files are permanently deleted from the site eight hours after they have been downloaded, or ten days after they have been posted to the site if they are not retrieved. If you have not downloaded the files within the ten day timeframe, you will need to contact the bank staff member and have them repost the file.