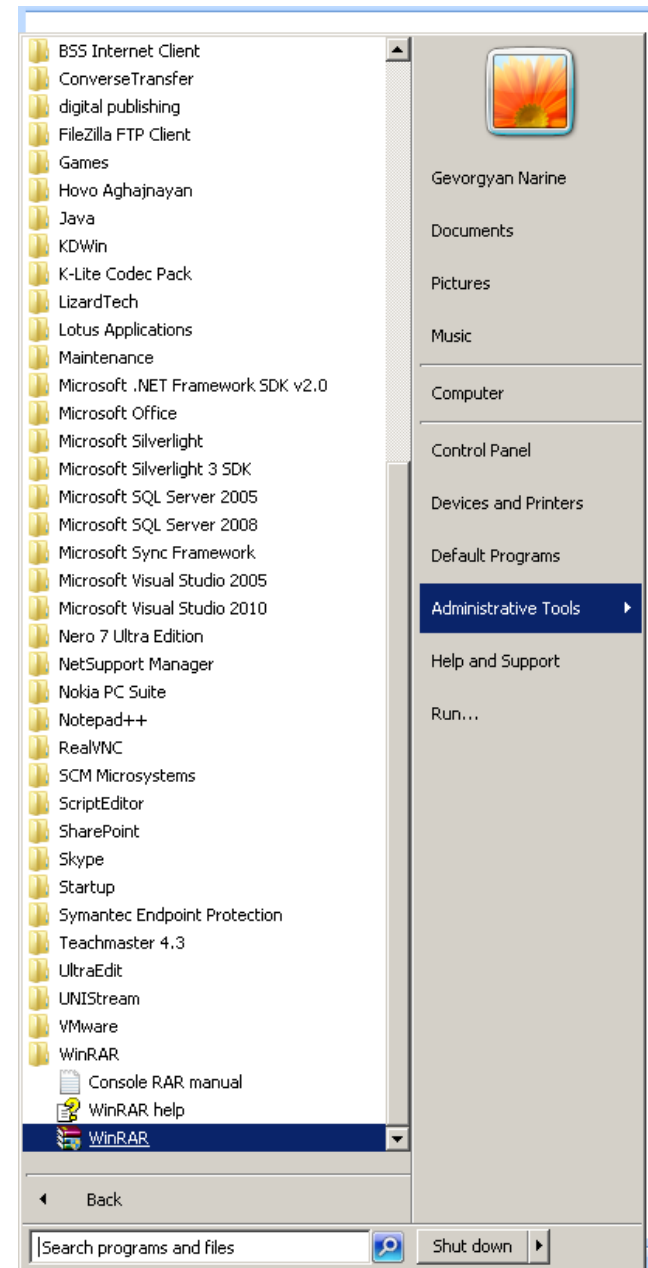# Guideline

What should be done if the size of the documents to be sent via **Internet Banking system** exceeds the maximum permitted limit?
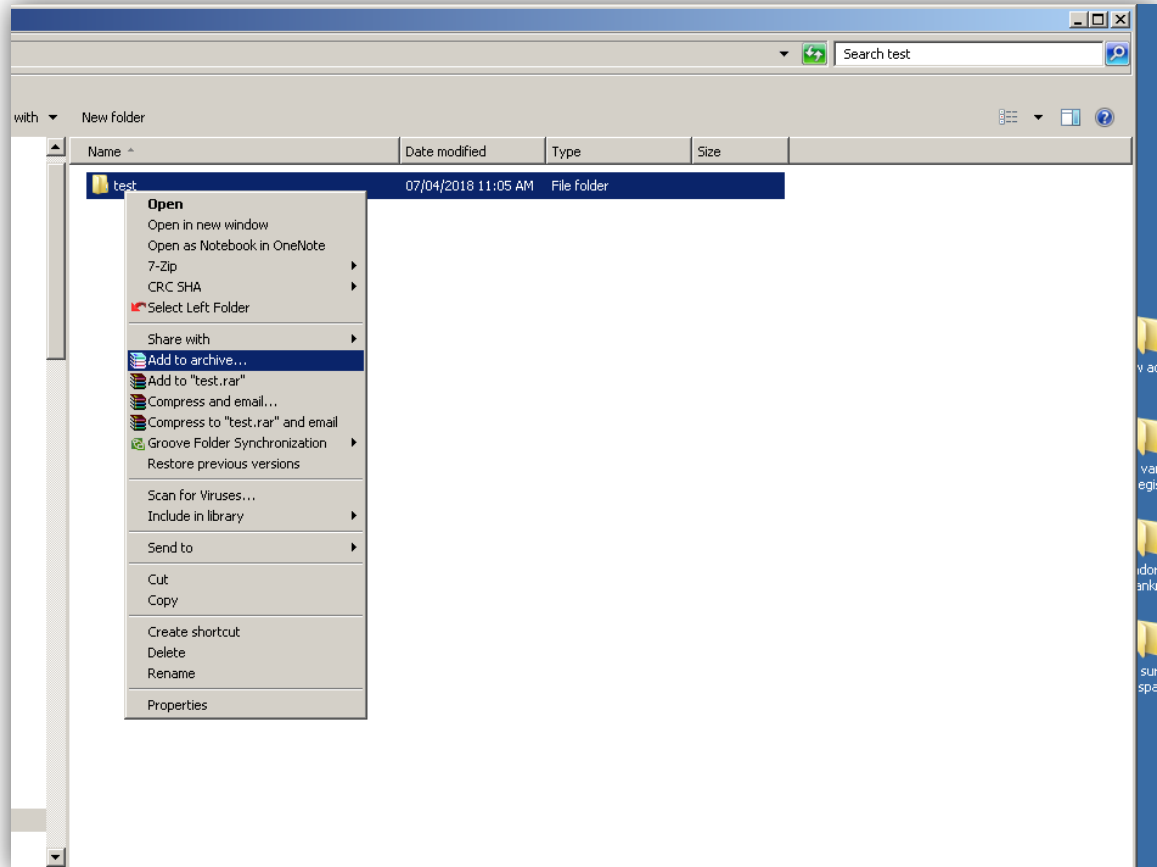
Dear Customer,

If the total size of the documents supporting a transaction and documents containing additional information, to be sent by you via Internet Bank system, exceeds the maximum permitted limit of **500Kb**, please archive the file folder and send it from your e-mail address recorded at the Bank and, if it is impossible, send it from **another e-mail address** and either submit a message via Internet Bank system indicating the e-mail address from which your letter will be sent, or add a password, following the process described in the pictures below.
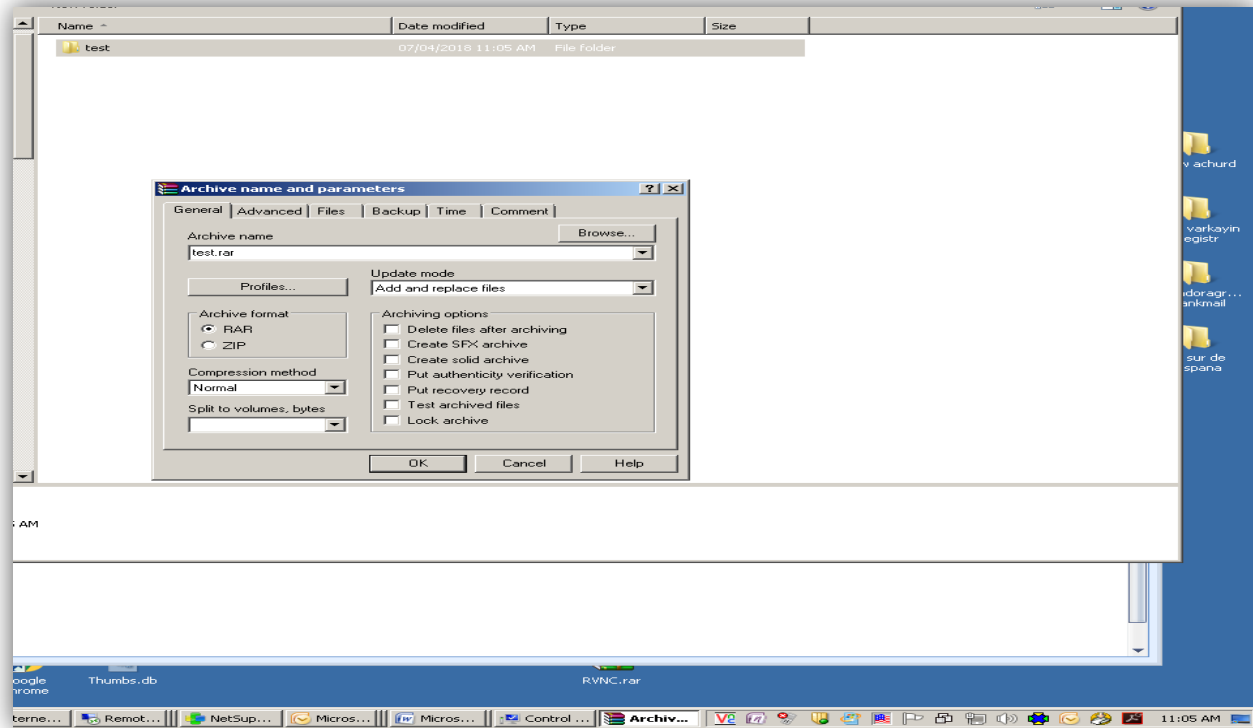
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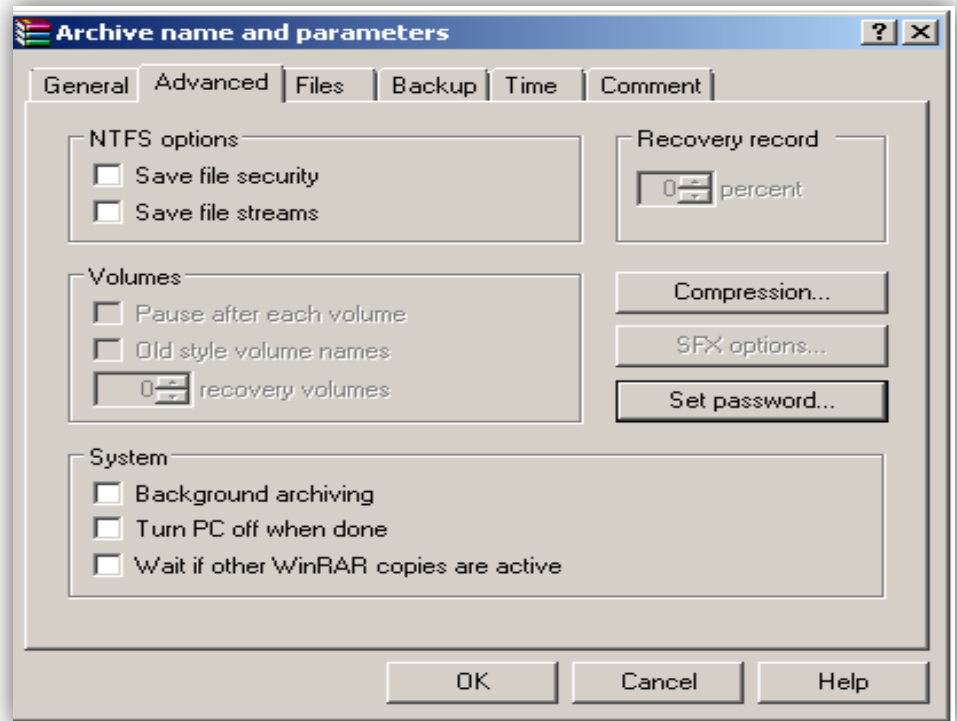**1.** You need to find **WinRar** in the list of programs installed in the system or

2. click the **folder** with the right button of the mouse

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3. Choose **RAR** option of the archive

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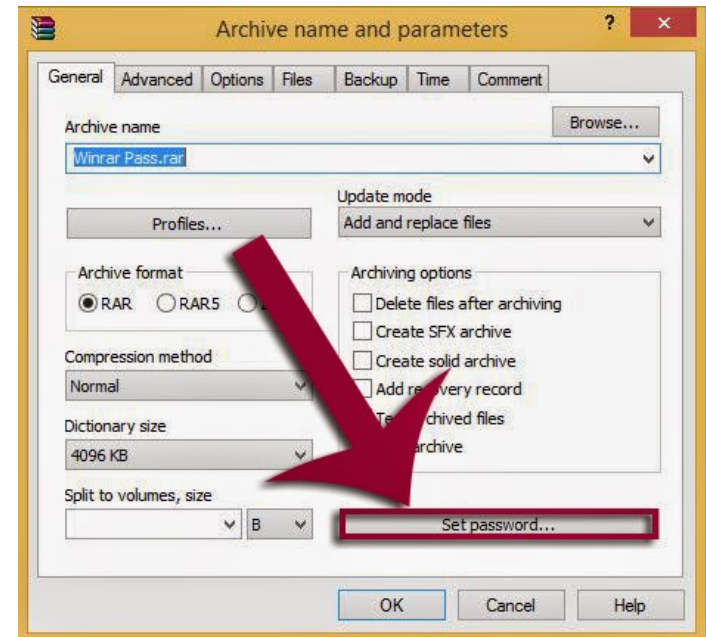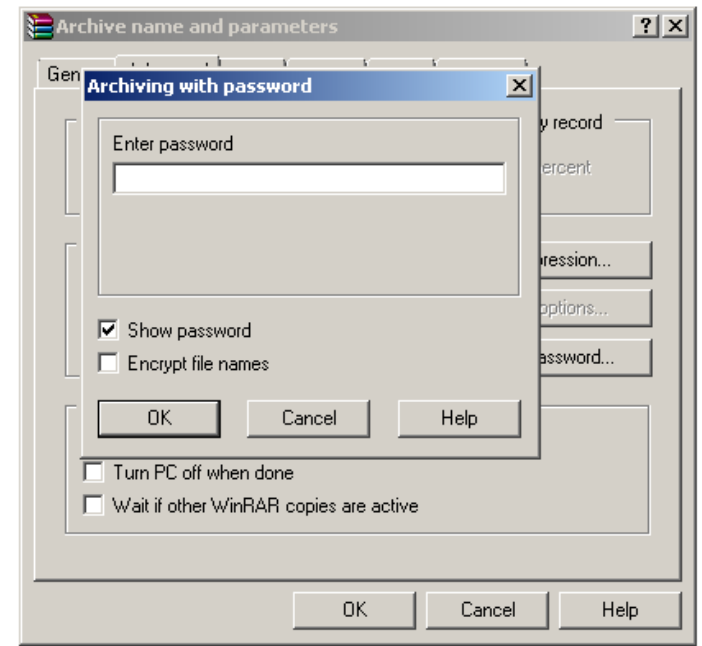**4. Yo**u need to open **Advanced** section to add a password

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5. Choose **Set Password**, enter your password available at the Bank and confirm it.

If you don't remember your password available at the Bank, you can enter another password, specifying **"Another password"** in the **Subject** line of the e-mail.

In this case, the Bank's employee will contact you using the telephone number available at the Bank.

Please be also informed that, depending on the version of the program, the password section might look as follows:

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Thank you

For further details, please visit www.conversebank.am

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