

## **E-STATEMENTS FREQUENTLY ASKED QUESTIONS**

### **What is an E-statement?**

It is an electronic version of a Checking or Savings account regular statement. E-statements look like paper statements, but information can be sorted by date, amount or check numbers. You can view both sides of an individual check or the detailed images of deposit items. There is also a handy electronic balancing sheet to help you reconcile your accounts.

### **Is there a cost associated with E-statements?**

E-statements, as well as online banking are provided FREE of CHARGE.

### **What accounts are available through E-statements?**

Generally speaking, if you received a paper statement for it before, it will be available through E-statements. Some loan accounts may be an exception.

### **Do I have to be enrolled in online banking?**

Yes, enrolling in online banking is quick and easy. Check our demo online or talk to a friendly customer service representatives for assistance.

### **How are E-statements different from viewing activity online?**

An E-statement looks like a statement, and it contains internal links to view individual checks and deposit items in detail. You can sort the information for easy viewing or balancing and decide for yourself how big or how small to make the items.

### **How do I sign up to receive E-statements?**

Once you are enrolled in online banking, simply log into your account and click on "View Statements". You will be asked to review and accept the terms and conditions. On your next statement date, you will be able to view, save or print your statements from home.

### **Will I still receive paper statements in the mail?**

Once you sign up for E-statements, you can print them anytime at your convenience if you need a paper statement. You will not have to wait for the mail to come, as a paper statement will no longer be generated for you by the bank, starting with the cycle following enrollment.

### **How will I know when my E-statement is available?**

We will send you an E-mail message "Your online statement is now available!" This will be sent to the E-mail address we have listed in your online banking. To verify your E-mail

address, simply log in to Online Banking and click on “My Profile”. You may also set up an alert in on-line banking to notify you when you log in.

### **Will I be able to save my E-statements?**

Yes! The system will keep a rolling history of statements for 12 months, however you can save them on your computer and keep them for as long as you like. You also have the option of printing the E-statements.

### **How do I save my E-statements on my computer?**

Use the following two step process to save your E-statements:

#### **1. Save the E-statement**

- a. From the front page of your E-statement;
- b. Click the “Printable Version Link”;
- c. If the Print box pops up on your computer, click “Cancel”;
- d. Go to “File” and “Save As”;
  - i. In the bottom field “Save as Type”: (choose Webpage or HTML only).

#### **2. Save the Check Images**

- a. From the front page of your E-statement;
- b. Click the “View Images” link;
- c. In the top right hand corner, click the “PDF” icon;
- d. In the top left hand side, click the “Diskette Icon”;
  - ii. This will save the check images as a PDF file.


### **How do I print my E-statements?**

Use the following two step process to print your E-statements:

#### **1. Print your E-statements**

- a. From the front page of your E-statement;
- b. Click the “Printable Version Link”;
- c. Click “Print” in the pop-up Print box.

#### **2. Print Check Images**

- a. From the front page of your E-statement;
- b. Click on “View Images”;
- c. Sort and size your images by your preference;
- d. Click on the printer icon, “” at the top center of the page;
- e. Click “Print” in the pop-up Print box.
- f. Do Not use “File” and “Print” on the Toolbar to print your images.

### **What if I am on the account with someone else? Will they continue to get a paper statement?**

No, if you have an account that is jointly owned and you sign up for E-statements, that statement will no longer be printed and mailed by the bank. The joint account holder may also sign up for E-statements and can also view, save or print from Online Banking at any time.

**Will I get an E-mail notification?**

Each customer who signs up for E-statements will receive an E-mail notification sent to the E-mail address that we have on record in their Online Banking profile. To verify your E-mail address, simply log in to Online Banking and click on “My Profile”.

**What if my E-mail address changes?**

Anytime your personal information changes, you can log in to your account, click on “My Profile” and update the information there. It is very important that you keep your information current. This is true for any of your information; address, phone, etc.

**What if I change my mind? Can I go back to paper statements?**

Yes, you can go back to paper statements any time; just contact a customer service representative at the bank.