

## Electronic Documents FAQ's

### **How do I enroll?**

You must use Online Banking in order to enroll for Electronic Documents. After signing into Online Banking, click on the Electronic Documents tab and follow the on screen directions. To enroll for Online Banking, complete the online enrollment form located on the Online Banking login page, visit one of our convenient branch locations or call us at 800.303.9511.

### **What type of accounts can I enroll?**

All checking, savings and certificate of deposit accounts and some loans are eligible for electronic documents.

### **What type of documents can I receive electronically?**

All deposit account statements and some loan account statements are available for electronic delivery. A variety of account notices are also available.

### **What is the cost?**

This service is offered free of charge to all customers.

### **How do I access a new statement or notice?**

You will receive an email notification that a new statement/notice is ready. You may view the document through the email after entering your Online Banking ID and password in the attached login box or you may log into Online Banking and click the Electronic Documents tab.

### **How long can I access a new statement or notice?**

Statements and notices may be accessed online for 18 months. All documents may be downloaded and saved to a personal computer for future reference.

### **What if I need a copy of a statement that are older than 18 months and is no longer accessible online?**

We can reprint any previously issued statement. Standard research fees apply.

### **What if I want to cancel this service?**

You may cancel electronic documents at any time and go back to receiving all documents by mail. Fees may apply to make this change.

### **Why can't I enroll my joint account?**

Joint accounts may only be enrolled once for Electronic Statements. Once enrolled, any attempts by other owners to enroll will fail. Owners may independently share electronic statements once issued by saving the file, emailing, printing etc.