

## eStatement FAQs

### What is an eStatement?

An eStatement is the electronic delivery of your bank statement, replacing the regular paper statement that is currently provided to you by mail.

### How do I sign up for eStatements?

You must be enrolled in online banking before you can receive your statement electronically. Simply log into your Online Banking and:

- click on the “Profile” tab at the top of the page
- click the “Edit” button next to “Electronic Statements”, choose the “eStatements only” option
- under “Terms and conditions”, click on the link “electronic statements terms and conditions”
- scroll to the last page for a 4-digit confirmation code, then exit out of “Terms and conditions”
- click the “I have read and accept the electronic statements terms and conditions” button
- enter your 4-digit confirmation code, and click the “Enroll” button

### How much does it cost to receive an eStatement?

eStatements are free!

### Is special software required to view my eStatement online?

Yes, your eStatement will come in Adobe® PDF format, so you will need Adobe Reader™.

### Will I continue to receive paper statements once my eStatement service is set up?

No, once you sign up for eStatements, you will no longer receive paper statements unless you specifically ask for them. There is a paper statement fee of \$5.27 per statement.

### Will my eStatement have the same information as the paper statement I receive in the mail?

Yes, your eStatement will have the same information as your paper statement, it will just be sent to you electronically.

### How will I be alerted when my eStatement is ready to be viewed?

You will be alerted by receiving an email notification letting you know your eStatement is available for viewing. Please make sure that Home State Bank has your correct email address. We will use the email address of the primary account holder for sending your eStatement.

### Do I have to receive an email notification that my eStatement is ready to be viewed?

Yes, the email notification is sent for your security and protection and includes important information.

### Will my eStatement be available on Online Banking if I do not receive my e-mail notification?

Yes, your eStatement and email notification are independent of one another. If you do not receive your email notification, your eStatement will still be available to access via online banking. If you do not receive your email notification you will need to log into Online Banking to verify that your email address is correct. Additionally, please make sure that you have Home State Bank on your trusted senders list.

### What if my email address changes?

It is very important to make sure you keep your email address current in order to continue receiving your eStatements and eStatement notifications. Log into Online Banking and update any changes to your profile.

### Will a joint account holder be able to view the eStatement?

Only if the joint account holder is enrolled in Online Banking. Otherwise, they will not be able to download or see the eStatement for that specific account.

### Is my eStatement information secure?

Yes, the security of your information is a priority for us. Your eStatement is only accessible by logging into Online Banking.

### Can I print and/or save my eStatements?

Yes, you can print and save your statements. Please make sure to use sound security practices when storing financial information on your computer. Home State Bank will not be responsible or liable for the loss or theft of any files that you choose to store on a computer.

### Can I have my eStatement emailed to me instead?

No, your eStatement cannot be emailed to you. Sending your eStatement via email is not a secure way to send your statement.

### How long will I be able to view my eStatements?

Starting November 18, 2019, you will be able to view your last 18 months of eStatements. Moving forward, you will be able to view your last 2 years of eStatements.

