



E-Statement FAQs

What is an E-Statement?

An E-Statement 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 E-Statements?

You must be enrolled in Online Banking before you can receive your statement electronically. Once you have logged into your Online Banking, please follow these steps:

- Click Profile from the top menu
- Scroll down to “**Electronic statements**” and click **edit**
- Select accounts you want to receive electronic statements
- Click to select “**E-Statements Only**”
- Click “**electronic statements terms and conditions**” (a new window will open with terms and conditions.) Scroll to the bottom to obtain the 4-digit **Confirmation code**
- Check box to accept the electronic statements terms and conditions, and enter 4-digit Confirmation code
- Click “**Enroll**”

How much does it cost to receive an E-Statement?

E-Statements are free!

Is special software required to view my E-Statement online? Yes, your E-Statement will come in Adobe® PDF format, so you will need Adobe Reader™.

Will I continue to receive paper statements once my E-Statement service is set up?

No, once you sign up for E-Statements, 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 E-Statement have the same information as the paper statement I receive in the mail? Yes, your E-Statement will have the same information as your paper statement, it will just be sent to you electronically.

How will I be alerted when my E-Statement is ready to be viewed?

You will be alerted by receiving an email notification letting you know your E-Statement 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 E-Statement.

Do I have to receive an email notification that my E-Statement is ready to be viewed?

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

Will my E-Statement be available on Online Banking if I do not receive my e-mail notification? Yes, your E-Statement and email notification are independent of one another. If you do not receive your email notification, your E-Statement 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 E-Statements and E-Statement notifications. Log into Online Banking and update any changes to your profile.

Will a joint account holder be able to view the E-Statement?

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

Is my E-Statement information secure? Yes, the security of your information is a priority for us. Your E-Statement is only accessible by logging into Online Banking.

Can I print and/or save my E-Statements?

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 E-Statement emailed to me instead?

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

How long will I be able to view my E-Statements?

You will be able to view your last 2 years of E-Statements.

