



ESTATEMENT Q & A

An Electronic Statement ("e-Statement") allows Availa Bank's Online Banking customers to view an electronic version of their statement and checks instead of receiving a paper statement in the mail. It is a faster and more environmentally friendly alternative than receiving a traditional paper statement. It is also more secure since you must securely log in to view your statements – rather than your statement waiting in your mailbox! By signing up for eStatements you can help protect your identity by reducing the possibility of your statement being lost or stolen in the mail.

Q: WILL I CONTINUE TO RECEIVE A PAPER STATEMENT IN THE MAIL?

A: No. By choosing eStatements this discontinues the process of Availa Bank providing you with a monthly paper statement via regular mail.

Q: IS MY ESTATEMENT INFORMATION SAFE?

A: Our customer's privacy and security are a priority at Availa Bank. Your eStatement is stored within Online Banking and is protected by your password – which we trust you to keep secure.

Q: IS THERE A FEE FOR ESTATEMENTS?

A: No, e-Statements are offered at no charge to Availa Bank customers.

Q: WHAT TYPE OF ACCOUNTS ARE ELIGIBLE FOR ESTATEMENTS?

A: Checking and Savings accounts are eligible for eStatements. If you have a combined statement, ALL of your accounts on the combined statement will be available for electronic viewing on your eStatement.

Q: WHEN WILL I BE ABLE TO ACCESS MY FIRST ESTATEMENT?

A: Choosing eStatements is effective immediately. The next statement you are scheduled to receive will be delivered via this method. You will receive an email notification the same day your new eStatement is ready to view. At your convenience, you can log in, view, print, and save your statements as you wish. Your statements will be available for 24 months.

Q: CAN I HAVE MY ESTATEMENT NOTIFICATION SENT TO MORE THAN ONE EMAIL ADDRESS?

A: At this time your eStatement notification can only be sent to ONE email address.

Q: WHAT IF I CHANGE MY EMAIL ADDRESS?

A: You can update your email address by logging into Online Banking, select "Profile" then select "Edit" next to "Email" and update your email address. Or contact an Availa Bank representative for assistance.

Q: WHO SHOULD I CONTACT IF I DON'T RECEIVE MY ESTATEMENT NOTIFICATION OR IF I HAVE FORGOTTEN MY USER ID?

A: Please contact your local branch or Customer Service at 800-329-8620.

Q: WHO SHOULD I CONTACT IF I HAVE FORGOTTEN MY PASSWORD?

A: Click on the "Forgot Password" button on the log-in page and follow the instructions provided. You may also call your local branch or Customer Service at 800-329-8620.

Q: HOW LONG WILL I HAVE ACCESS TO MY ESTATEMENTS?

A: Your eStatements will be available for viewing for 24 months. You have the option to print and save your eStatements on your computer so that they will be available for viewing for a longer period of time.

Q: WHAT DO I NEED TO VIEW MY STATEMENT ONLINE?

A: A PDF Viewer such as Adobe Acrobat Reader installed on your computer

We're AVAILABLE for YOU!
