

# eStatements

## Frequently Asked Questions



### *Q. What is an eStatement?*

A. An eStatement is an electronic version of your paper statement delivered via our secure website. The statement looks just like the one you receive in the mail, but it will be available inside Virtual Branch to review and print.

### *Q. Are eStatements safe?*

A. Absolutely! In fact, your eStatement may even be safer than a paper copy because there is less chance of it being stolen or lost in the mail! eStatements will never be emailed to you. Instead, they will require your secure Virtual Branch login.

### *Q. Why would I want an eStatement?*

A. When you sign up for eStatements, you'll enjoy safety, timeliness and convenience.

- eStatements are more secure than paper statements, because you reduce the risks that your statements are lost or stolen in the mail.
- You'll receive your statement faster—with no more waiting for the mail to arrive.
- You'll eliminate the storage hassles of traditional paper statements. You can choose to print your statement or just save a copy on your computer.

### *Q. Do I have to be a registered Virtual Branch User to enroll for eStatements?*

A. Yes. For your security, eStatements are located inside Virtual Branch. If you don't have a sign in to Virtual Branch then please contact the credit union and we will assist you.

### *Q. Can I sign up for eStatements if I am the joint owner on an account?*

A. Yes. If you are a joint owner on an account and can view the statement in Virtual Branch you can sign up for eStatements for that account. Please note: If both account owners are registered Virtual Branch users, both Virtual Branch owners can access the eStatement. However, only one owner will be notified via email when the eStatement is ready.

### *Q. I know my password and can login to Virtual Branch but I still cannot see the eStatements site.*

A. Make sure your pop-up blocker is turned off for the eStatements site, or add <https://www.netit.financialnet.com/myuccu/cgi-bin/ebs> to your list of allowed sites.

### *Q. How will I know when my eStatement is ready?*

A. Once signed up, you will receive an email notifying you when your statement is ready. Simply click on the link in the email and it will take you to Virtual Branch.

To ensure receipt of your email notice, make sure you keep your email address current within eStatements, as well as the email address in Virtual Branch. Your email address can be easily updated in the "Profile" section of eStatements.

### *Q. After signing up, how long will it take to receive my first eStatement?*

A. If you signed up for eStatements at least two days before the end of the month, you will receive your first statement on the first of the month; otherwise you will have to wait for the following month. Note: Members who receive quarterly statements will see their first statement at quarter-end.