

# **Geneva State Bank e-Statements**

## **Frequently Asked Questions**

- **What are e-Statements?**

When you sign up for e-Statements you will begin receiving your account statement online instead of in the mail. An email notification will be sent to you each month when your statement is available to view online.

- **Will I continue to receive my printed statement in the mail if I sign up for e-Statements?**

No, when you sign up for e-Statements you will not receive a paper statement in the mail.

- **Are e-Statements available on all Geneva State Bank accounts?**

Yes, e-Statements are available for checking, savings, certificate of deposit, loan and repurchase accounts.

- **Is there a cost associated with receiving e-Statements?**

No, e-Statements are FREE to Geneva State Bank online customers.

- **Will my e-Statement look the same as my printed statement?**

Yes, your e-Statement will be available from the document section of your online banking account. You must have Adobe Acrobat Reader to view it in this format. You can download the latest free version of Adobe Acrobat Reader at [adobe.com](http://adobe.com).

- **Can I have my e-Statement notification sent to multiple email addresses?**

No, your e-Statement notifications can only be sent to one email address per account.

- **Is special software required to view my e-Statement online?**

Yes, your e-Statement will be in a PDF format so you will need Adobe Acrobat Reader to view it. You can download the latest free version of Adobe Acrobat Reader at [adobe.com](http://adobe.com).

- **Who do I call if I have questions about my e-Statement?**

If you have any questions concerning your e-Statement, contact Geneva State Bank at 1-800-759-3119.

- **What should I do if I do not receive my e-Statement?**

If you have not received an email notifying you that your statement is available to view online, we may have an outdated email address on file for you. Please go to the Options page of your online banking account to check the email address on file.

If your email address is correct and you are still not receiving your e-Statement notification, contact Geneva State Bank at 1-800-759-3119.

- **How secure are e-Statements?**

We do not send your actual statement through email, instead we send you an email notification that your e-Statement is available to view online. You must then log on to our secure web site where your account information is protected.

## **Getting Started**

- **How do I sign up for e-Statements?**

Once you have logged in to your online banking account, the e-Statement Enrollment screen will appear. You will be prompted to [Accept](#), [Decline](#), or [Ask Me Later](#). If you wish to enroll, you have the option of receiving e-Statements only or both e-Statements and e-Notices. Once you accept the terms of the e-Statements Agreement, you will then specify the email address to which you would like your e-Statement notification sent. You will begin receiving e-Statements with your next statement cycle.

- **What if I sign up for e-Statements and then decide I would like to receive paper statements again?**

If at any time you wish to discontinue e-Statements, you must notify the Bank by telephone at 1-800-759-3119 or in writing delivered to: Geneva State Bank, P.O. Box 313, Geneva, NE 68361. It may take up to 7 days to process your request. There are no fees associated with withdrawing your consent to no longer receive e-Statements.

- **How do I change the email address to which my e-Statement notifications are sent?**

In your online banking account, select the Options tab; email section, select [Edit](#). Enter your new password where indicated.

## **Viewing, Printing and Saving Your e-Statements**

- **After I sign up, when can I expect to receive my first e-Statement?**

You will begin to receive e-Statements and stop receiving paper statements with your next statement cycle. If your statement has recently cycled, you may receive one last paper statement before electronic statements begin.

- **How will I know when my e-Statement is available to view online?**

You will receive an email notification from the Bank directing you to your online banking account. The email will have step-by-step instructions for retrieving your statement.

- **How do I view my e-Statement?**

You must log in to your online banking account to view your statement. Click on: Accounts → Documents → then select the statement/notice date you wish to view.

- **How do I save my e-Statement?**

To save your e-Statement: click: File → Save → then select the file location you wish to save the statement in.

- **How do I print my e-Statement?**

To print your e-Statement: click: File → Print

- **How long will my e-Statement be available to view online?**

Your e-Statements will be available to you online for up to eighteen (18) months from the date the Bank statement was first made available to you online.