

eStatement FAQ's

What are eStatements?

eStatements are electronic bank statements that you can view online. They replace the paper statements you receive in the mail. You can, at your convenience, easily view, download and print your eStatements. This is a great way to lower your exposure to identity theft, reduce clutter and get organized. Plus, eStatements are absolutely free!

How do I view my eStatement?

- Log in to Online Banking.
- From the left navigation menu click on Statements.
- Select the account you wish to view from the pulldown menu.
- Choose the year and cycle.
- Click on the View Statement button.

Why should I have my statements delivered online?

- Identity fraud prevention.
- Easy access online to view, save and print each eStatement.
- Faster delivery than paper statements. You will receive a notification when your new eStatement is available.

How do I sign up for eStatements?

- Log into your Online Banking account.
- Click on eStatement Enrollment in the left hand menu.
- Make a selection for each one of your accounts and enter in an email address to receive notification when your eStatement is available. **You must be an authorized signer to make any changes on the account.** You can also enter in a secondary email address should you want another individual to be notified.
- Read the eStatement Terms and Conditions and accept the terms by checking the acceptance box, and clicking submit.

What are the requirements for eStatements?

To take advantage of all the benefits that eStatements provide you must:

- Be enrolled in Online Banking – if you are not already enrolled, use our Auto Enrollment guide to get started).
- Have Adobe Reader 7 or newer installed on your computer.
- Select the accounts that you wish to enroll in eStatement Delivery.
- Read and accept the eStatement Terms and Conditions.

How can I change my enrollment options?

At any point in time should you wish to change your eStatement enrollment options for any of your accounts, you can log back into Online Banking and access the Delivery preferences and update your selections per account. When making changes to your electronic statement delivery options you will have to accept the eStatement Terms and Conditions prior to clicking on the Submit button.

Do I have to have Online Banking to have eStatements?

Yes, Western Bank's Online banking system is a free service that allows you to check your deposit account balance or recent activity, transfer between eligible accounts and electronically pay your bills (Bill Pay free for consumer accounts only).

Is there a cost to view my eStatements?

No, eStatements are FREE to all Online Banking customers.

Is it secure to view my account statement online as an eStatement?

Western Bank provides a secure environment to view your eStatements. You choose your login ID and password when you register for this service. You agree not to give or make available your login ID or password to any other person.

What accounts will I be able to receive eStatements for?

You will be able to receive eStatements for all Checking and Savings accounts and any combined Certificate of Deposit accounts.

How will I know when my eStatement is available?

For individual accounts, you will receive an email from Western Bank to let you know when your eStatement is available. Please be sure to keep your email address current within online banking. For business accounts, your statement will be available no later than the 3rd business day of each month, typically sooner.

What if my email address changes?

You may update your email address at any time by signing into Western Bank's online banking system and selecting eStatement Enrollment.

What if my email address is not correct?

If your email is not correct we will be unable to notify you of your statement availability.

Will I be able to see my combined statement(s) online?

If your checking and/or savings accounts are currently setup to be combined we will separate the statements for online viewing in order for you to receive a notification when each statement is available on Online Banking. Separating the statements will also make it easier for you to research your previous statements on Online Banking.

What if I want to start receiving paper copies of my account statement again?

You may elect to begin receiving your paper statement again at any time. To begin receiving your account statement on paper through the mail rather than electronically, you can change your enrollment preferences from within Online Banking by clicking on eStatement Enrollment and re-enrolling the accounts you wish to change.

Who do I contact if I have questions about eStatements?

If you should ever have a question about eStatements, you can send your inquiry through the secure messaging feature of Online Banking or contact Western Bank Customer Support at CustomerService@western-bank.com or call 651-290-8176.