



E-Statements: Frequently Asked Questions

Overview

1. What are E-Statements and how can I get them?

E-Statements replace your paper statements with an electronic version that you can save or print at your convenience.

To request E-Statements for your personal accounts simply log into our internet banking and you will be prompted to sign up for E-statements.

For business accounts using business internet banking, please contact your personal banker.

You will need Adobe Acrobat Reader to view, print, or save your statement. If you do not have Adobe Acrobat Reader the basic software is available to download for free directly from Adobe at: www.adobe.com/products/reader.

2. How much do E-Statements cost?

E-Statements are free!

3. Will my E-Statement look the same as my regular printed statements?

Yes, and it will contain all the information that you received in your paper statements.

4. What is PDF?

Adobe Portable Document Format (PDF) is a standard file format for distributing electronic documents. Adobe PDF files can be viewed, saved, and printed by using Adobe Acrobat Reader. The basic software is available to download for free directly from Adobe at: www.adobe.com/products/reader.

Getting Started

5. How do I enroll?

To request E-Statements for your personal accounts simply log into our internet banking and you will be prompted to sign up for E-statements. If it does not prompt you simply go to Options and scroll to the bottom for E-statements.

For business accounts using business internet banking, please contact your personal banker.

6. Can I enroll for E-Statements if my checking and savings statements are combined?

Yes, the statement will be presented with the same information and accounts as the paper version.

7. How do I combine my checking and savings statements?

Contact any Roundbank representative.

8. What if I enroll but decide I want to change back to paper statements?

You can stop E-Statements at any time and return to receiving your paper statements in the mail, simply contact your Personal Banker.

9. If I close my account, how will I get the E-Statement?

Your last statement will still be emailed to you.

Viewing, Printing, and Saving Your Statements

10. How will I know when my statement is ready?

Every statement cycle, we will send you an e-mail informing you, your statement is available online. If necessary, you can update your e-mail address at anytime by contacting a Personal Banker or using the options section of your internet banking.

11. How do I save my E-Statements?

Once you've opened your E-Statement, you can save it using the small disk icon on the toolbar in Adobe Acrobat Reader. Provide a name for the file using a .pdf extension. Select a name that will help you remember which statement the file contains (e.g. CheckingDecember2009.pdf).

12. How do I print my E-Statements?

You can print your E-Statement just as you would any other document. Choose the Print option under the File menu on your browser or Adobe Acrobat Reader.

13. How long can I view my statements?

Your statement will be available online for 24 months for you to view.

14. I receive images of my checks with my statement; can I receive check images with E-Statements?

No. If you would like your images with your statement, please contact your personal banker.

15. What if I can't access my E-Statement?

Please contact your Personal Banker

16. I have enrolled for E-Statements but I cannot view my statement. What additional software do I need to view it?

You need Adobe Acrobat Reader version 4.05 or later. If you do not have Adobe Acrobat Reader, the basic software is available to download for free directly from Adobe at: www.adobe.com/products/reader. If you're having difficulties downloading the software, contact Adobe. If you need additional assistance, please contact a Personal Banker.