

Q. What are eStatements?

A. eStatements are a convenient and environmentally friendly way to receive your account statements electronically.

Q. How can I benefit from eStatements?

A. eStatements offer many benefits which help simplify the way you use and store your financial information:

- **Easy Storage:** eStatements are available online for 540 days. You may also download and save them electronically for your permanent records.
- **Fast:** eStatements are available for you to review the same day the statement is generated.
- **Reduce Fraud:** By not receiving a statement by mail, you reduce your risk of becoming a victim of mail fraud, which increases your risk of identity fraud.
- **Environmentally Friendly:** eStatements reduce the use of paper and help saves trees.
- **Free Service:** eStatements are free service for Online Banking clients.

Q. Which of my accounts are eligible for eStatements?

A. You may receive eStatements for any checking and savings account. You may also elect to receive certain notices for checking, savings, certificates of deposit and loan accounts electronically via the service.

Q. How will I know when my eStatement is available?

A. You will receive an email notification from Resolute Bank whenever a new eStatement is available for any account(s) you have enrolled in eStatements. Email notifications will be sent to the email address you provide when you enroll in eStatements.

Q. How do I view my statements?

A. You may view your eStatement by logging into Online Banking and clicking on the **eStatements** Tab and selecting the statement/notice of your choice or you can click on the **“Attachments”** link in the email notification. The secure link will display a login page, where you will need to enter your Online Banking ID and password.

Q. What should I do if I change my email address?

A. You should update your email address for eStatement notifications by logging on to your Online Banking account and clicking on the **“eStatement”** tab. Select **“Email Settings”** from the sub-menu and simply update your email address for eStatements.

Q. Do I need special software to view my eStatement?

A. eStatements are PDF documents and require Adobe Acrobat Reader 6.0 or higher for viewing.

Q. Are eStatements secure?

A. eStatements are secure and accessed with your Online Banking ID and password. As an added layer of security, you will be required to enter a security phrase when you enroll in eStatements. The security phrase will be part of the subject line in the email notification that you receive when your eStatement is available. This provides additional verification that you are receiving a valid email from Resolute Bank.

Q. Will I receive both eStatements and paper statements?

A. After you enroll in eStatements, you will receive both a paper and an electronic statement for the first statement cycle. Once you view your eStatement, the bank will discontinue printing and mailing a paper statement for future statement cycles.

Q. If I enroll in eStatements but do not receive an email notification when I expect to, what should I do?

A. If you do not receive an email notification when you expect to, you should check the following:

- Login to your Online Banking account and click the **“eStatement”** tab to verify that the email address you provided during eStatement enrollment is correct.
- Check your “junk” email box and add Resolute Bank’s email address (ebank@resolutefsb.com) to your email contact list to avoid spam blocking.
- Contact Resolute Bank at (419) 868-1750 M—F, 9 am to 5 pm and we will be happy to assist you.

Q. How long does it take to receive my first eStatement after I enroll?

A. You will receive an eStatement the next time you are scheduled to receive a paper statement. Subsequent eStatements will be available at the same time/frequency as a paper statement.

Q. Will I receive check images with my eStatements?

A. If you currently receive check images with your paper statement, you will continue to receive them with your eStatement.

Q. Can I have my eStatement sent to more than one email address?

A. You can send your statement to third parties such as an accountant by logging into your Online Banking account and clicking on the **“eStatement”** tab. Click on **“Additional Recipients”** in the sub-menu and then click on the **“Add Additional Recipients”** button. Follow the instructions to complete the set up.

Q. How can I enroll additional accounts for eStatement?

A. You can enroll additional accounts by logging into your Online Banking account and clicking on the **“eStatement”** tab. Click on **“Sign Up/Changes”** in the sub-menu. Check the box next to any account you wish to enroll. Click on the **“Save Settings”** button to save your changes.