



FREQUENTLY ASKED QUESTIONS:

What are online statements?

- Online statements are a PDF version of an account statement which can be accessed via your online banking.

Will I still receive a paper statement if I elect to have online statements?

- When you register to have online statements, you are electing to no longer receive paper statements for that account.

You may change back to paper statements at any time if you choose to.

How do I register for Online Statements?

You are required to be set up for online banking to be able to register to receive online statements

- Log in to your online banking
- Update your Email address under the My Preference tab
- Under the Accounts Options Tab and Online statements options
- Confirm email address and Ok

You will receive an email advising you when a statement is available to view, log in to online banking and under the Accounts tab and Online Statements you will be able to view all your Statements

Are there any costs involved to have online statements?

- There are no costs involved to have Online Statements

What accounts are available for Online Statements?

- All accounts at SWSCU are available for Online Statements

My Online Statement will not open?

- To view a PDF statement you will need Adobe Reader Installed on your computer

If you do not have Adobe Reader installed you can download the free application from

<http://get.adobe.com/reader>

How long do my statements stay available for online?

- Our Online Statements function allows you to view, print and save your Online Statement for accounts that are registered for as long as the account is open.

How far back can I view my Online Statements?

- Your statements will only be online from the time you registered for Online Statements

Can I receive Online Statements for a Joint Account?

- Joint account holders may separately request Online Statements or paper statements for the account

Are Online Statements secure?

- Yes, Online Statements are secure and can only be accessed via internet banking

What frequency will I receive my Online Statements?

- You will continue to receive your Online Statements in the same frequency as you were receiving your paper statement, either monthly or 6 monthly.

To have your frequency changed please contact the branch to arrange for this.

Can I order copies of older statements that are not available Online?

- Yes, please contact SWSCU to arrange this and we may charge a fee to retrieve older statements

If you have any further questions in regards to Online Statements please contact your local branch