



## eStatement Delivery Guidelines

### What are eStatements?

eStatements are electronic statements that include all the same information your paper statement does, including your check images and any notices or important information from Brickyard Bank. You will receive an email\* from us as soon as your eStatements are available. Then, you can view, save or print your eStatement at your convenience.

\*Your email will come from a blank sender, please check your spam or junk mail box and add to safe sender list.

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### How much do eStatements cost?

Brickyard Bank eStatements are free!

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### Do I have to be a Brickyard Bank Online Banking customer to receive Brickyard Bank eStatements?

Yes, you must be an Online Banking customer in order to receive Brickyard Bank eStatements.

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### How do I enroll in eStatements?

The first time you login to your Online Banking profile you will be prompted to sign up for e-statements. Select the check box next to each account you would like e-statement delivery, read the terms and conditions, input the confirmation code and enroll.

If you select "ask me later" you may go sign up next time you login to Online Banking. Select the "Options" tab, then simply check the box next to each account you would like to enroll in eStatements.

If you select "decline" and later would like to sign up for eStatement delivery, contact a Customer Service Representative at 847-679-2265.

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### Will I continue to receive paper statements once my Brickyard Bank eStatement service is set up?

No, you will no longer receive paper statements in the mail once you enroll in eStatements.

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### Once I enroll in eStatements, when will I get my first eStatement delivery?

Enrollments for eStatement delivery become effective with your next statement cycle. Each month you will receive an email notification that your statement is available.

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### **How do I view my Brickyard Bank eStatement?**

Login to Online Banking, and select the account you would like to view the statement for. Select the "documents" tab. Under the "document type" select the type of eStatement/notice to be viewed. Select the date on the blue hyperlink located under available documents. To select another eStatement enrolled account to view, simply select that account from the drop-down menu.

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### **How long are my eStatements kept in History?**

eStatements will remain available for 18 months from the date of the last Statement.

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### **What if I can't access my eStatement?**

If you have problems accessing your Brickyard Bank eStatement please contact our Customer Service Representatives at 847-679-2265.

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### **What if I stop receiving my eStatements email?**

If you do not receive your eStatement when it is normally sent, please check to be sure your email mailbox is not full and that your email address has not changed. You should also make sure that the email address Brickyard Bank uses to send your email (received from a non-sender) is not blocked on your email as SPAM, and then notify our Customer Service Representatives at 847-679-2265.

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### **What if my email address changes?**

If your email address changes you are required to notify Brickyard Bank of your new email address in order to continue receiving eStatement availability notifications. You may update your new email address by logging into your Online Banking profile, click on the "options" tab and click on "edit" under the E-Mail section.

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### **What do I need to view my eStatement?**

You need Adobe Reader to view, print, or save your statement. You may download Adobe Reader for free. If you have any problems viewing your statement online, call our Customer Service Representatives at 847-679-2265.