

San Luis Trust Bank

Questions and Answers regarding our new eStatements

What are eStatements?

When you sign up for eStatements you will begin receiving your account statement online instead of in the mail. An email notification will be sent to you each month when your statement is available to view online.

Will I continue to receive my printed statement in the mail if I sign up for eStatements?

No, when you sign up for eStatements you will not receive a paper statement in the mail.

Are eStatements available on all San Luis Trust Bank accounts?

eStatements are currently available for, all checking, savings, certificate of deposits, and IRA accounts.

Is there a cost associated with receiving eStatements?

No, eStatements are FREE to San Luis Trust Bank online customers.

Will my eStatement look the same as my printed statement?

Your eStatement will be a text version of your actual printed statement. Once logged into Online Banking, you may access your eStatement by clicking on the Statements menu option in the Account Detail screen.

Can I have my eStatement notification sent to multiple email addresses?

Not at this time. Each online banking user is able to sign up individually for eStatement notifications. However, there can only be one email address per account.

Is special software required to view my eStatement online?

No. Your internet browser will display your eStatement. It can then be printed or even saved for future reference.

Who do I call if I have questions about my eStatement?

If you have any questions concerning your eStatement, call the Bank at 805-541-9200.

What should I do if I do not receive my eStatement?

If you have not received an email notifying you that your statement is available to view online, we may have an outdated email address on file for you. Please go to the Change Options page within Online Banking, check your email address and update it if necessary.

How do I change the email address to which my eStatement notifications are sent?

At any time you can return to Change Options page within your Online Banking and choose Edit Email. Here you can update the email addresses to which your eStatements are being sent.

How secure are eStatements?

We do not send your actual statement through email, instead we send you an email notification that your eStatement is available to view online. You must then log on to our secure web site where your account information is protected by the standard 128-bit SSL encryption technology.

Getting Started: How do I sign up for eStatements?

The next time you log on to Online Banking, you will be presented with a splash screen. Simply click on the accounts you want to enroll, verify the email address you want your notification to be sent, and accept the terms of the eStatements Agreement. You will begin receiving eStatements with your next statement cycle.

What if I sign up for eStatements and then decide I would like to receive paper statements again?

At any time you can return to paper statements. Simply call the Bank or send us an email, and we will be happy make that change for you.

Viewing, Printing and Saving Your eStatements: After I sign up, when can I expect to receive my first eStatement?

You will begin to receive eStatements and stop receiving paper statements with your next statement cycle. If your statement has recently cycled, you may receive one last paper statement before electronic statements begin.

How will I know when my eStatement is available to view online?

You will receive an email notification when your new eStatement is available to view online. This email will contain a link to log on to Online Banking.

How do I view my eStatement?

Once logged into Online Banking, you may access your eStatement by clicking on the Statements menu option in the Account Detail screen.

How do I save my eStatement?

To save your eStatement, click on File, Save As within your internet browser. Make sure your Save As Type is set to Text File (*.txt) and save the eStatement to your computer.

How do I print my eStatement?

To print your eStatement, click on the Print button within your internet browser.

How long will my eStatement be available to view online?

You will have 18 months of past statements online. This will include all of your checking, savings, certificate of deposits, and IRA account statements.

Member FDIC