



eStatements & eNotices FAQs

What are eStatements?

eStatements are electronic versions of your original paper statements that are received through our Online Banking service. They are the quickest and safest way to view your account statements from Hiawatha National Bank. Instead of receiving a paper statement by mail, you will receive an email notification that your statement is available for viewing online.

What advantages do eStatements offer?

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

- **Easy Storage** - eStatements in .pdf format (viewable with Adobe Acrobat), can be archived online or easily downloaded for storage or printing – no need for file cabinets or storage boxes.
- **Fast** - Faster delivery of statements – no need to wait for the mail.
- **Secure** - Access your eStatements through our Online Banking service. This secure file format reduces the risk of paper statements getting stolen or lost in the mail.
- **Easy Access** - Since eStatements are delivered online, you'll have access when you need it – whether you're at the office, on vacation, or away on business.
- **Free Service** - eStatements are a free service for Online Banking customers of Hiawatha National Bank.

How do I enroll with eStatements?

Enroll your Checking, Savings, Certificate and Loan Accounts online:

1. Log in to Online Banking
2. Choose Options
3. Select eStatement Enrollment (Primary Owner's email address required).

When will my eStatement(s) be available for viewing?

You will receive an email notifying you that your eStatement / eNotice is available for viewing the morning following your statement processing date.

How do I view my eStatements?

Log on to Online Banking, choose an account number and select "Documents". Select the Document Type and Date Range. Choose the pdf file from the list of available documents you want to view.

How do I store my eStatements?

You can save your statements to your computer drive, zip disk, or CD. Select the "Save" icon.

Will I still receive my old paper statements?

With eStatements, your old paper statements become obsolete, so you'll no longer receive them through the mail.

Will I receive my check images and reconciliation page with my eStatement?

All eStatements include check images.

Will my eStatement look the same as my regular printed statements?

Yes.

Can you send eStatements to more than one email address?

We are only able to send eStatements to one email address.

Will my statement cycle change?

No.

Do I need a special program to view my eStatement?

You will need Adobe Acrobat Reader version X or higher in order to view your eStatement.