



e-Statement Frequently Asked Questions

What are e-Statements?

When you sign up for e-Statements 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 e-Statements?

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

Is there a cost associated with receiving e-Statements?

No, e-Statements are FREE to our online customers. However, some accounts require e-Statements to avoid a paper statement fee or interest rate reduction. If you are uncertain about your account, please review the account requirements at <https://www.statesavingsonline.com/personal/> or <https://www.statesavingsonline.com/business/>

Will my e-Statement look the same as my printed statement?

Your e-Statement will be a PDF version of your actual printed statement. You must have software that can open a PDF file to view it in this format.

How secure are e-Statements?

We do not send your actual statement through email. Instead we send you an email notification that your e-Statement is available to view online. You must log in to our secure online banking where your account information is protected by 128-bit encryption technology.

After I sign up, when can I expect to receive my first e-Statement?

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