

eStatements - Frequently Asked Questions

What are eStatements?

eStatements are electronic statements that are accessed through Online Banking, and can be printed or stored on your computer, external hard drive or other digital device, at your discretion. When you enroll in eStatement Delivery Service, you authorize the Bank to deliver your statements electronically and discontinue your paper statement delivery.

How do you access eStatements?

eStatements are available through Online Banking. If you would like to enroll in Online Banking for anytime, anywhere access to your accounts, [click here](#).

Will eStatements look like my print statements?

Yes, your eStatements would look identical to the statements you currently receive in the mail.

When will my eStatement be available?

eStatements are generally available the day after your statement end date. You will be sent a notification via email when your statement is available in Online Banking.

What are the computer requirements to receive eStatements?

Adobe® Acrobat® Reader™ is free software used for viewing and printing of electronic forms. You will need this software installed on your computer in order for your computer to download, display or print your statement and images. You must have Online Banking access and PDF Reader installed on your computer to enroll in and receive eStatements. Click on the icon to download Adobe® Acrobat® Reader™.



How much statement history will be archived in Online Banking?

Checking statement history is available from January 2014 and will continue to build an online archive for at least two years. Savings statement history is available from July 2014 and will continue to build an online archive for at least two years.

Where can I find your eStatement Policy?

[Click here](#) to read 1st Capital Bank's eStatement Policy.

Can I cancel my eStatement Delivery Service and receive a paper statement again?

Yes, you can cancel the eStatement Delivery Service at any time. In Online Banking, go to the "Accounts" tab. Hover over the "Actions" menu to the right of the account you would like to un-enroll. Click on "View Statements". On the right-hand side of the page, in the Electronic Statement Delivery Status box, click the button to "Opt Out For This Account" or "Opt Out For All Accounts".

What do I do if my Email address changes?

You can change the Email address for eStatement notifications in Online Banking. In Online Banking, go to the "Accounts" tab. Hover over the "Actions" menu to the right of any account you have enrolled in eStatements. Click on "View Statements". On the right-hand side of the page, in the Electronic Statement Delivery Status box, click the button to "Update Email".

Is there a fee to use the eStatement Delivery Service?

No, eStatement Delivery Service is free.