

VIRTUAL BANKING/E-STATEMENTS

Simple. Safe. Secure. Sign up for Online Statements today and go paperless! Receive online statements and enjoy these benefits:

- **Convenient.** 24/7 access to your month-end statements anytime!
- **Fast.** E*Statements can be accessed days before a paper statement would arrive in the mail.
- **Efficient.** E*Statements contain the same information as a traditional paper statement. Statement records are kept stored for 13 months and are available when you need them.
- **Secure.** Reduce the risk of statements being lost or stolen in the mail. Added protection against Identity Theft.
- **Safe.** Your E*Statement is only accessible through Virtual Banking, which is protected by the latest security measures.
- **Environmentally Friendly.** Stay clutter free and conserve resources (paper) by accessing your statement online.

How to Get Started:

- Log into Virtual Banking.
- Click on the E*Statement link.
- Agree to Terms and Conditions

VIRTUAL BANKING - E*STATEMENTS

Frequently Asked Questions

Q: Is there a fee for E*Statements?

A: The Credit Union will be providing your E*Statements free of charge.

Q: Which accounts are eligible for E*Statements?

A: All personal and business checking and savings accounts are eligible for E*Statements.

Q: How do I get my E*Statements?

A: To view your e-statement, you must have a user ID and password to access Virtual Banking. If you are not a registered user already for Virtual Banking, you must enroll in the service to receive E*Statements.

Q: How will I know when my e*Statements are ready?

A: You will be notified by e-mail that an E*Statement is ready to view. You will then log into Virtual Banking to access your E*Statements.

Q: What if I did not receive an email notification that my statement was available?

A: To ensure your notification e-mails are being delivered to your inbox, please add info@compassffcu.org. If you still do not receive notification, contact us at 305.887.9781 and speak to a member service representative to be sure we have your correct e-mail address on file. (Complete an E-mail Address Change Form). Your E*Statement will still be available within Virtual Banking via the E*Statements link.

Q: How many e*Statements are available for me to view online?

A: As your history builds, you will have access to 13 months worth of statements.

Q: Will my e*Statement look the same as my paper statement?

A: Yes, your E*Statements will be similar to the paper statements you currently receive.

Q: Can I receive both paper statements and e*Statements?

A: No, once you have completed the enrollment process for E*Statements, paper statements are no longer produced for your account(s).

Q: Do I need any special software to view my e-Statements?

A: Yes. Access to your E*Statements is available on any computer with Internet access (latest versions of Internet Explorer, Chrome, Firefox, or Safari); Adobe Acrobat Reader 10 or higher. You can download the Adobe software for free at <http://get.adobe.com/reader/>.

Q: What are the requirements in order to receive e*Statement?

A: Yes. 1.) You must use your Virtual Banking Services at least once within 6 consecutive months. While Virtual Banking and E*Statement are complimentary services, they may be canceled if there has been no activity for a period of 6 consecutive months. If your service is canceled, you would need to re-register for both Virtual Banking and E*Statement Services. The Credit Union will restore paper statement production if your Virtual Banking service is canceled. Your paper statements will be mailed to your primary address on file. 2.) You must keep a valid email address on your member account profile to ensure the Credit Union can notify you when the statements are ready. **Note:** If we are unable to send you an email notification advising you that your statement is ready for review because the email is returned to us as a “bad email address”, we will attempt to call you to obtain a new email address. If we cannot call you at the phone numbers listed on your member profile, the Credit Union will reserve the right to discontinue E*Statement services until such time that we obtain a valid email address for you. A paper statement will be mailed the next statement cycle following the disconnection of your E*Statement service. You will be able to re-enroll in E*Statement service once we have successfully updated your member profile with a new email address.

E-statement Change Form

Please complete the following information to update your e-statement delivery **email address**.

Compass Financial Federal Credit Union			
E-statement Change Form			
Please complete the following information to update your e*Statement delivery email address			
Note: Your request will be processed within 24 hours, excluding weekends and holidays			
Account Holder's First Name (as it appears on the account)		Account Holder's Last Name (as it appears on the account)	
Member Share Account # (as it appears on statement)		Last Four Digits of Social Security Number (as it appears on account)	
Date of Birth (MM/DD/YY)			
	Old Email Address		
	New Email Address (Where notification is to be sent)		
	Confirm New Email Address		