



eStatement

Frequently Asked Questions

1. How do I begin receiving eStatements? Simply login to Online Banking and select the **eDocuments** tab from the navigation bar. Select the account(s) you wish to receive eStatements for, review and accept the eStatement disclosure.
2. What accounts are eligible for eStatements? Statement accounts, and combined statement accounts are eligible.
3. How do I access eStatements? An Online Banking login is required. After signing into Online Banking, select the eDocument tab, then select the account you wish to view. If you have not signed up for Online Banking, complete the registrations online and access is usually granted immediately.
4. How do I print eStatements? Printing the pdf of statements or copies of check you have written is done using your browser print function.
5. Will my cutoff date change? No, the cutoff date remains the same, you will be able to view your statement much earlier, and will have access to past statements.
6. How much do eStatements cost? It's Free and it helps reduce your Carbon Footprint.
7. Will I continue to receive paper statements – No, once you select eStatements for each account, or combined accounts, paper statements will be discontinued.
8. Will other documents be electronic as well? Only statements are available at this time.
9. Do I need any special software to use the eStatement service? An Internet connect, browser and Adobe Reader are required to view the statements.
10. Does it matter what browsers I use to access eStatements? The systems have been tested for Internet Explorer, Chrome & Safari.
11. Trouble registering? Call us at 617-471-0750
12. How will I know when a statement is ready to view? An email will be sent, please review the address we have for you in Online Banking under the Profile button.
13. What if I have multiple account number? If the statements are combined now, they will remain combined for eStatements and you will need to select the first (primary) account on your paper statement to view all of them online. Otherwise, you will need to accept eStatements for each account and view them separately.
14. What should I do if my email addresses changes? Select the Profile button within Online Banking and complete the email address change.
15. When I tried to view my eStatement the screen asked for an online banking ID and password. The Online Banking session timeout, return to the Online Banking login screen and then select the eDocument tab.
16. How can I discontinue eStatements? Send us an in-session message within Online Banking requesting paper statements.
17. Can I access past statements? Yes, at least 12 months of statements are provided.