

eStatements: Frequently Asked Questions (FAQ's)

What are eStatements?

eStatements provide you with a convenient way to receive your monthly and quarterly account statements. Your statement will be provided to you electronically.

Will I still receive my statement via U.S. Mail?

No. eStatements will take the place of your mailed paper statements.

How much do eStatements cost?

There is no charge for eStatements.

Will the statement cycle for eStatements be the same as it is for paper statements?

Yes. Your statement cycle will continue to run as if it was a paper statement.

Can I receive copies of previous statements once I enroll in the eStatements service?

You can request an additional copy of a previous statement. You can call us at (978) 534-0240, come in to the credit union office or provide a written request to:

**Leominster Employees FCU
24 Church Street
Leominster, MA 01453**

If you do request additional copies of previous statements, applicable statement copy fees will be assessed. Please see our current Fee Schedule.

Will I be notified when my eStatement is available?

Yes. You will receive an email at the address you specify to advise you when your statement is available. The notification will contain a hyperlink to the Credit Union Home Banking Login screen. You can access eStatements by selecting the "eStatement" tab on the Home Banking screen.

If I change my email address, how do I update that with eStatements, so that I will continue to get eStatement notifications?

To change your email address for eStatement notifications, simply login on to your Home Banking page and click on the "Settings" link.

Will my eStatement still be available online if for some reason I did not receive the email notification?

If your email address was returned to us undeliverable, your current statement will still be available online.

What do I need to view my eStatement online?

You will need Adobe Acrobat Reader to view your eStatement.

How do I get Adobe Acrobat Reader?

Adobe acrobat reader is free software. [Click here to download.](#)

Will I be able to print my eStatement?

Yes. On the Adobe Acrobat Reader toolbar, press the printer icon. You can also go to File and then select Print. You can print either the entire statement or just one page.

Will I be able to save my statement to my PC?

Yes. On the Adobe Acrobat Reader toolbar, press the disc icon. You can also go to File and then select Save. You will then be asked where you would like to save the file.

Can I cancel my eStatements and return to receiving paper statements?

You can switch back to receiving a paper statement via U.S. Mail at any time. To cancel eStatements, click on the "Unsubscribe" link at the bottom of the eStatement webpage. You will then be asked to verify that you want to "Unsubscribe" from the eStatement service. Once you have unsubscribed, you will receive a paper statement via U.S. Mail starting with your next statement cycle. You can also come in to any branch and a member service representative will be able to assist you.

Is my eStatement Secure and Safe?

Yes. eStatements utilize encryption technology (SSL-Secure Socket Layer) to protect the transmission of data to and from our users. All user sessions require/employ 128-bit encryption.