

eStatement Frequently Asked Questions

What are eStatements?

Our eStatements are a fast and easy way to view your Members Plus Credit Union monthly statements easily and securely online. Your online statement appears very similar to your printed statement. You can also view, print or save current and past eStatements. **eStatements are frequently referred to as Online Statements.**

Where do I access eStatements?

Just log into your online banking page from the Members Plus website (www.memberspluscu.org) and click on *Accounts*. You are then provided with a drop-down menu. Click *Online Statements*.

May I receive both a printed and an electronic statement?

When you sign up for eStatements, you may receive both a print and electronic statement for the first statement cycle. After the initial enrollment, you will receive eStatements.

Can I opt-in to use eStatements at any time? What if I change my mind?

You have the option to opt-in for eStatements at any given time. If you change your mind, you are given the choice to opt-out of eStatements within your online banking page.

Will I receive notification when my eStatement is available?

Yes. You receive an e-mail each month notifying you that your most recent eStatement is available for viewing.

Will my electronic statements look the same as my regular printed statements?

Yes, they are almost identical.

Can I review my monthly statements from previous months?

When you are on the page viewing your most current statement, you will notice a link in the upper left corner which provides you with the dates of statements available for viewing. Just click on the date you would like to view. You can view up to six prior months of eStatements.

Whom do I contact about statement discrepancies?

Please contact us by phone at 781-905-1500.

How is the integrity of my data maintained using Internet access with SSL protocol?

Members Plus Credit Union uses the latest Internet security technology and techniques to ensure your statement information is as secure as possible. These techniques include enhanced user authentication, data encryption, and the use of secure servers. Secure Socket Layer (SSL) protocol is used to encrypt sensitive data prior to transmission over the Internet, and to protect it from anyone trying to read it in transit. We also use multiple step applications to verify supplied data.

What is "inline viewing?"

Inline viewing is the ability to view your eStatement inside a frame on the current web page, rather than opening up a new window to view it. This option is pre-selected for your convenience.

Why can't I see my eStatement?

The security settings of your browser may be set to block sites from downloading files to your computer. You may need to tell your browser to download files from this web site. A browser message should appear offering actions you may take.