

Frequently Asked Questions for E-Statements

How do I begin receiving Paperless E-statements?

Simply log into Home Financial Services (HFS) and click on the *Services* button. Choose *Change e-Statement Options*. Enter your Email address and choose the statement option *e-Statement Only (Do not mail)*. Click the *Submit Changes* button.

Can I see a sample statement before I enroll?

A Demo of E-statements is available on Home Financial Services. Do not log into Home Financial Service, rather click on the *Accounts* button and instead of entering your Account ID, click on the *Demo* button. Next, click on the *Statements* button at the top of the Account Summary area.

What happens when I switch to E-statements?

Once you elect to stop receiving paper statements you will no longer receive a BFCU statement through the mail. Instead, every month you will receive an Email message notifying you that your statement is available for online viewing and if necessary, printing.

How will I view my statement online?

After logging into Home Financial Services you will click on the *Accounts* button. Next, click on the *Statement* button. Your statements will be available for viewing by simply clicking on the *PDF icon*.

Will any special software program be required for viewing E-statements?

In order to view statements your computer must have Adobe Acrobat Reader software installed. If you do not have Acrobat Reader, you will be able to download a free copy from the Adobe download site, by clicking on the *Get Adobe Acrobat Reader* link located on the *Statement* page.

Will the BFCU newsletter be available with E-statements?

Newsletters and any additional statement inserts will be available with the E-statements. When you access the *Statement* area you will see a second column named *Inserts*. In this column you will find an icon for newsletters or additional materials. Items may be viewed by clicking the icons.

What is the charge for Paperless E-statements?

There will be no cost to the member for electing to receive E-statements

When will I stop receiving paper statements?

Your request for E-statement enrollment will be processed immediately. The next regular BFCU statement will be available online.

How long will my E-statement be available online?

BFCU will provide up to six months of statements online. Should you require a statement older than six months, you may easily obtain a statement by contacting the credit union directly.

Can I switch back to paper statements or change my Email address?

While BFCU encourages members to take advantage of the convenience and security that E-statements can provide, you certainly have the option to return to paper statements at any point. To change your statement delivery method simply log into *Home Financial Services* and click on the *Services* button. Choose *Change e-Statement Options* and change your Statement Option to *Mail a Paper Statement*. Updates to Email address information may also be entered under *Change e-Statement Options*.