

## Tremont Credit Union e-Statement Frequently Asked Questions

**CURRENT e-Statement USERS:** e-Statement users will receive a mailed paper statement for the month of October 2011. For your added security, re-enrollment to your paperless monthly statements will be necessary. Members will receive an e-mail alerting when the e-Statement re-enrolment process will become available.

### How do I access my e-Statements?

To access e-Statements simply visit [www.tremontcu.org](http://www.tremontcu.org) on the left side click on the e-Statement logo. There you will be prompted to log-in and view e-Statements. Once your account(s) information is displayed, go to the Accounts tab, click on e-Statements, and your stored statements will appear. If you are a new user, please click on the "New User? Register for free access" link and follow the enrollment instructions to view your monthly paperless statements.

### Are there any fees with e-Statements?

No. This is a free service for all members.

### How soon after I register will I be able to view my statements?

It takes less than 1 minute for your prior statements to appear after the registration process is completed.

### How will I be notified that a new e-Statement is available?

An email will be sent to the email address you provided.

### Are e-Statements faster than paper Statements?

Yes. Normally you will be able to access your most recent E-Statement within a few days of the end of the month. Paper statements usually do not arrive at your mailing address until mid-month because they need to be printed, put in envelopes, and then mailed out.

### Do I need any special software to access my e-Statements?

Yes. You will need Adobe Acrobat Reader. This software is free and you can download from our Home Banking E-Statement page.

### How do I update my email address?

There are 2 ways you can change your email address. You can click on the Change e-Statement e-mail link, found on the Home Banking e-Statement Page, enter the new email address and submit the change. You can also submit a signed written request to TCU with the new email address. Written requests may take up to 15 days to process.

### Can I cancel my e-Statements?

Yes. If you wish to no longer receive your statements by email, you can cancel your e-Statements by clicking on the De-register tab found on the Home Banking e-Statement page or you can notify us in writing. It may take up to thirty (30) days from receipt of this request for you to receive your next monthly statement by mail.



**Help save the planet.**  
**Switch to e-Statements**

In a typical month, Tremont prints 37,159 pages worth of statements. If all our members switched to e-Statements, imagine all the paper we would save.

**Plus, it's FREE.**

**TREMONT CREDIT UNION**  
SERVING MEMBERS SINCE 1952

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