

# LEARN MORE ABOUT ESTATEMENTS!

## FREQUENTLY ASKED QUESTIONS

### **What are eStatements?**

eStatements are electronic versions of your account statements that you can view, download, and print from your online banking account. They replace paper statements, providing a faster, more secure, and environmentally friendly way to access your financial information.

### **How do I enroll in eStatements?**

To enroll in eStatements, log in to your online banking account, select enroll in eDocuments from the left-side menu, and then read and agree to the Terms & Conditions.

### **Are eStatements secure?**

Yes! eStatements are protected through online banking security measures. Unlike paper statements, they reduce the risk of mail theft or loss.

### **Which statements can I view once I enroll?**

Once you enroll, you can view your next statement. Previous statements won't be available online, but you can request them by calling or texting 330-364-8874.

### **When will my eStatements be available?**

eStatements are typically available within the first few days of each month. You will receive a notification when your statement is ready to view.

### **How am I notified about my statements?**

You can choose to receive statement notifications by email, text, or opt-out of notifications. An alert will also appear in the top-right message area when you log in to online banking.

### **How do I access my eStatements?**

Once enrolled, log in to your online banking account, select eDocuments from the menu, and a list of statements should appear. You can view, download, or print your statements at any time.

### **Is there a fee for eStatements?**

No, eStatements are provided free of charge.

**How long are eStatements available online?**

DoverPhila provides access to eStatements for two (2) years. You can request older statements by contacting DPFCU at 330-364-8874 or by stopping by any of our five (5) locations.

**What should I do if I stop receiving eStatement notifications?**

Ensure your email address is current in your online banking profile. Also, check your spam or junk folder for notifications. If you still do not receive notifications, contact DoverPhila Federal Credit Union at 330-364-8874 for assistance.

**Can I switch back to paper statements?**

Yes, you can switch back to receiving paper statements by contacting DoverPhila Federal Credit Union at 330-364-8874 or by stopping by any of our five (5) locations.

**Who do I contact for help with eStatements?**

For assistance, please contact DoverPhila at 330-364-8874 or by stopping by any of our five (5) locations.

