

HIGHPOINT COMMUNITY BANK

ESTATEMENTS

Q & A: WHAT TO EXPECT WITH OUR SYSTEM UPGRADE

1. I currently access eStatements through Online Banking. Will this remain the same?

Yes - You will continue to access eStatements through Online Banking. In addition to eStatements, you will be able to receive notices through Online Banking. If one or more owners on an account has eStatements, the primary owner will be granted access.

2. I am not the primary owner on the account. How will I view eStatements?

The primary owner on the account can add access for other owners or non-owners as an additional recipient. The primary owner will assign a username and pin for the additional recipient. When a new statement is available, the recipient will receive an email with a secure pdf attachment. They will use the login credentials to access the attachment.

To learn more on how to add additional recipients:

<https://www.highpointcommunitybank.com/wp-content/uploads/2019/09/Online-Banking-eStatement-Enrollment.pdf>

3. I currently access eStatements through an email. Will this remain the same?

How you access your email eStatements may change after the upgrade.

- Any user who is registered for email eStatements and Online Banking will view eStatements through Online Banking after the upgrade.
- Any non-owners of accounts will need to contact an owner on the account to be added as an additional recipient.
- Any user who is not a registered Online Banking user and is an owner on the account will continue to receive eStatements in an email.

4. Will I still receive an email when my eStatement is available?

Yes - Customers who receive eStatements via Online Banking and through their email will receive an email notifying them when a new statement is available.

5. Will I still access my email eStatements through the same link?

No - The new link will be www.netteller.com/hcb

6. Can I view my eStatements on my mobile app?

Yes - eStatements are available to view on the mobile app.