

# FAQs

## 1.) What are the benefits of using e-Statements?

### **SAVE TREES & MONEY!**

Environmentally friendly: reduce waste and shrink your carbon footprint. And it's a money saver: e-Statements are *FREE!*

### **REDUCE MAIL FRAUD**

Paper statements could be lost or stolen from the mail. E-statements reduce this risk and are delivered safely and securely in your online banking.

### **STORAGE & SPEED**

Reduce the space needed in file folders at home, in the office, and your monthly shredding with the electronic storage of E-statements. You can also view cleared cheques and 7 years of past statements will be stored. *PLUS E-statements arrive faster, so you get it earlier than waiting for the mail!*

## 2.) Are there fees for e-Statements?

There are no fees for selecting or viewing e-Statements.

## 3.) Are there fees for printed statements?

If you choose to continue to receive printed paper statements, please note that you will be charged \$3.50/ month as of November 1, 2021.

## 4.) How do I opt-out of paper statements?

If you are still receiving paper statements and wish to opt-out, follow these steps:

1. Login into Online Banking
2. Under "My Accounts" click on "Statement Preferences"
3. Select "Yes" to "Opt out of paper statements"?

OR contact our Solutions Centre for assistance at:

- Toll Free: 1.888.339.8328 or Local: [250.545.9251](tel:250.545.9251)
- Email: [info@vantageone.net](mailto:info@vantageone.net)

## 5.) How will I know when my e-Statement is available to view online?

e-Statements are ready early in the month, you can login to your online banking at your convenience to view.

## 6.) How far back can I access my e-Statements?

E-Statements will be listed separately and available online for seven years. Should you require a permanent record, you are responsible to save a copy of any statements you require.

## 7.) For which accounts will I receive an e-Statement?

You will receive an e-Statement for all of your accounts under your membership.

## 8.) Can I view my e-Statements through the mobile app?

You cannot view e-Statements through the mobile app. e-Statements are only available to view through online banking on a computer/tablet device or by viewing the full website on your phone.

## 9.) I don't currently have online banking; can I still opt-out of paper statements?

No, you need to be set up for online banking to opt-out of receiving paper statements.

## 10.) How do I set up online banking?

Connect with our commercial department by email: [comm.services@vantageone.net](mailto:comm.services@vantageone.net) to discuss further.

## 11.) Do I need any special software to use the e-statement service?

If you have Adobe Acrobat Reader on your computer, you're all set. If you do not have Adobe Acrobat Reader, you can visit the Adobe website for a free download.

## 12.) Can I opt back in for paper statements if I change my mind later on?

Yes, you can. Please reach out to our Solutions Centre Team for assistance at:

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