

eStatement Frequently Asked Questions (FAQ)

Q1: Which accounts are eligible for enrollment?

A1: Checking accounts, Savings accounts, Loan accounts, Time Deposits, and Health Savings accounts are eligible for enrollment. Any account you wish to enroll must be added to your Online Banking account prior to enrollment.

Q2: How long are eStatements stored online?

A2: Your eStatements will be available online for sixty (60) days. If you would like to keep them longer, you must print them or save them to your computer or other storage medium.

Q3: My statement is no longer available online. How do I receive a copy of my statement?

A3: You can receive a copy of your statement by calling our Bookkeeping Department at 410-641-1700 ext. 55. You may also ask for a copy at any of our branches.

Q4: I previously enrolled in eStatements and just opened a new account. Is that account automatically enrolled in eStatements?

A4: No. You must add your new account to your Online Banking account and then enroll the new account. To enroll the new account, login to your Online Banking account, click on the eStatements tab, and then Documents and Settings. Place a check mark in the box next to the new account and click on Save.

Q5: If I close my NetTeller Online Banking account, will I still receive eStatements?

A5: You must have an Online Banking account to receive eStatements. If you close your Online Banking account, you will receive your statements via mail.

Q6: Is there a charge for eStatements?

A6: NetTeller Online Banking and eStatements are both offered free of charge.

Q7: Can I un-enroll in eStatements?

A7: Yes. There are two ways to un-enroll in eStatements. Login to your Online Banking account and click on the eStatement tab. Then click on Documents and Settings. Remove the check mark from the boxes next to the accounts you want to un-enroll and click on Save. You can also contact the Computer Department at 410-641-1700 ext. 15 at any time to un-enroll.

Q8: I previously un-enrolled from eStatements. How do I re-enroll?

A8: You can re-enroll at any time by completing the same enrollment process as before.

Q9: Who do I contact for questions regarding transactions on my eStatement?

A9: Please contact the Bookkeeping Department at 410-641-1700 ext. 55.

Q10: Who do I contact if I have questions about the eStatement service?

A10: Please contact the Computer Department at 410-641-1700 ext. 15.

Q11: Is there an online manual for eStatements?

A11: Yes. You can view and download our complete Online Banking manual from our website www.taylorbank.com. Click on 24 hour banking and then on Online Banking. A link to the online manual is on the bottom-left. Refer to pages 17-19 for eStatement information.

Q12: What format are eStatements saved as?

A12: All eStatements are saved as PDF documents.

Q13: What are the technical requirements for eStatements?

A13: You will need access to a computer running Windows 2000 or later, or a computer running a Unix based operating system. You will also need a secure web browser with 128-bit encryption such as Internet Explorer 6.0 or later, Mozilla Firefox 2.0 or later, or another equivalent web browser. You will also need Adobe Acrobat Reader™ 6.0 or later.