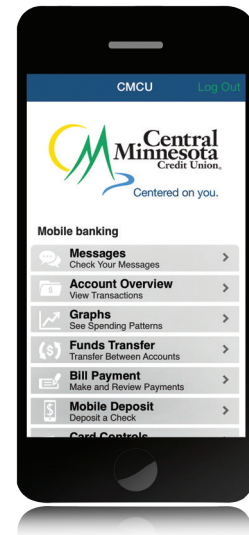


eStatements and eNotices

Convenience at your fingertips.

{Download the CMCU mobile app}



eAlerts

- Receive an email or text notification when your account goes below a certain balance, when deposits or large withdrawals occur and more!
- For example: Be alerted when your direct deposit hits your account or when your balance falls below \$100.
- To view and setup the details of your eAlerts, just log into Internet Banking and click 'eAlerts' listed under the Services section.

eStatements

- Save paper and space by viewing your account statements, tax forms and notices securely online!
- When you sign up for eStatements, eTax documents and eNotices you will receive an email notification when your document is available to view online. You can choose to print it, save it to your hard drive or simply view it online.
- Log into your Internet Banking account and click 'Statement Delivery' under the Accounts section to sign up.

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eStatements and eNotices Frequently Asked Questions

Q: What are eStatements and eNotices?

A: CMCU eStatements and eNotices are a secure and convenient way to receive your account information and notifications. By selecting these options, you will opt-in to receive all of your account information and notifications electronically, instead of by snail mail.

Q: What system requirements do I need to meet in order to use the eStatements and eNotices service?

A: Email address & Internet browser with PDF viewing capabilities (such as Adobe Reader)

Q: How do I know when my eStatement and eNotices are ready for viewing?

A. An email notification will be sent to the email address provided on the account.

Q: Do I receive an eStatement each month?

A. If you have activity on your account, you will receive a monthly statement. For all accounts without a checking share, quarterly statements will be sent.

Q: Is there a cost to receive eStatements and eNotices?

A. No, eStatements and eNotices are a completely free service for all CMCU members.

Q: How do I request to receive my statements and notices electronically?

A. Log into your Internet Banking account on mycmcu.org

1. Under Accounts, click "Statement/Notice Delivery"
2. Choose the option of Electronic Statement, Electronic Notices and/or Electronic Tax Forms
3. Read the 'Statement Delivery Agreement' and check 'I agree to the terms of the agreement'
4. Click the PDF icon to get your verification code to ensure you can view PDF documents
5. Enter the verification code from the PDF viewer into the verification code field
6. Click Submit
7. Click on "Address Change" under Preferences in the left-navigation menu. Ensure your email address is correct for your accounts listed.

Q: May I set up some accounts to receive eStatements while keeping paper statements for others?

A. The statements are grouped by Account Number so eStatements can be set up for one Account Number while keeping paper statements for another Account Number.

Q: Will I receive any paper statements after enrolling an account in eStatements?

A. You will no longer receive statements in the mail, however, you may print your statement directly from your internet banking session, if you require paper documentation.

Q: How long will those statements remain archived within my Internet Banking account?

A. You will be able to view each statement for 18 months after it has been produced.

Q: How do I update my email address for eStatement notification delivery?

A. From within Internet Banking:

1. Under Preferences, click Address Change
2. Modify your email for the account(s) listed
3. Click Submit at the bottom of the webpage