

**1. Q: What accounts are available for eStatements?**

A: Once you enable eStatements within online banking you will have access to electronic statements on all checking and savings accounts which you currently have access to view through online banking.

**2. Q: How can I add another account to my eStatements?**

A: Please contact your branch of account to request your account be added to online banking or send a secure message through online banking to make the request.

**3. Q: Why is my secondary account not listed?**

A: Your accounts may have been combined for mailing purposes. Select your primary checking account to see if your other accounts are included in this statement.

**4. Q: Can I request my statements no longer be combined or linked together?**

A: Yes, your branch of account can separate your statements if that is your preference. Please make your request by contacting your branch of account either in person or by phone.

**5. Q: Can I still receive a physical statement on my account?**

A: No, once eStatements is enabled your account statements will no longer be printed and mailed to you.

**6. Q: How do I change my email address where my monthly statement notifications are sent?**

A: Your email address can be updated within online banking under Preferences / User / Online Profile.

**7. Q: What if my email address is no longer current?**

A: If your monthly statement notification is returned "undeliverable" to the bank, we will attempt to contact you to update your email address. If we cannot obtain a new email address, we will disable eStatements and mail you paper statements.

**8. Q: I no longer want eStatements. How do I change back to paper statements?**

A: You may withdraw your consent to receive eStatements at any time by one of the following methods:

- Contact your branch of account
- Send written notification to PO Box 1826, Aberdeen, WA 98520
- Email [estatemnts@bankofthepacific.com](mailto:estatemnts@bankofthepacific.com)
- or send a secure message through online banking.

Please allow ten (10) days for processing your request.

**9. Q: Will I be able to view my statements within online banking without enabling eStatements?**

A: Unfortunately no, by opting out of electronic statements you will not have the ability to view past statements through online banking. You will receive a paper statement mailed to you each month via US Mail.

**10. Q: Can I request a paper statement?**

A: Yes, you may request a paper copy of any account statement by contacting your branch of account either in person or by phone.