

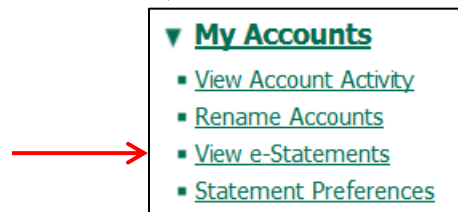
eStatements Frequently Asked Questions

What are eStatements?

eStatements are an electronic version of your printed statement, available on [Kootenay@Home](#) Online Banking. eStatements are stored in PDF format which requires Adobe Acrobat to view.


How do I access my eStatement?

Log in to [Kootenay@Home](#) Online Banking and click on **My Accounts > View e-Statements** located on the left hand side of your screen.



A listing of the current year statements are ready for download. Statements are available for online viewing as far back as 7 years.

E-Statements

 Downloaded PDF e-statements will be stored to this computer. For privacy concerns we recommend deleting the PDF(s) once you are finished.

You can download a PDF of your statement online. You will need to have the Adobe Acrobat reader installed. If you are experiencing issues viewing PDF statements, please save them to your computer first, then by viewing them. If you are using a shared or publicly accessible computer, it is recommended that you clear your cache (temporary internet files) after downloading your statement in PDF form.



[Click here to opt-out of your paper statements](#)

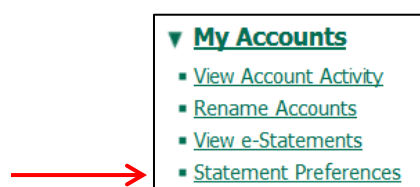
Download Statement for:
2014 | [2013](#) | [2012](#) | [2011](#) | [2010](#) | [2009](#)

- [August, 2014 - Monthly Statement](#)
- [July, 2014 - Monthly Statement](#)
- [June, 2014 - Monthly Statement](#)
- [May, 2014 - Monthly Statement](#)
- [April, 2014 - Monthly Statement](#)
- [March, 2014 - Monthly Statement](#)
- [February, 2014 - Monthly Statement](#)
- [January, 2014 - Monthly Statement](#)

How do I stop receiving my printed statement?

If you do not bank online, visit or call your local branch and ask to have your account set to eStatement.

If you are an online user, log in to online banking and click on **My Accounts > Statement Preferences**



Chose **Opt Out of Paper Statements > Yes > Update**. You are now set to eStatement.

Opt-out Paper Statement

You can stop the delivery of a mailed statement. Paperless Banking is more secure, more convenient and better for the environment. You can do your part by choosing not to receive your regular printed statement and instead make use of our electronic statements provided free of charge through Kootenay@Home Online Banking.

Member: Membership

Opt Out of Paper Statements? Yes No

Email Address

We ask for your email in order to send you a confirmation of your statement preference.

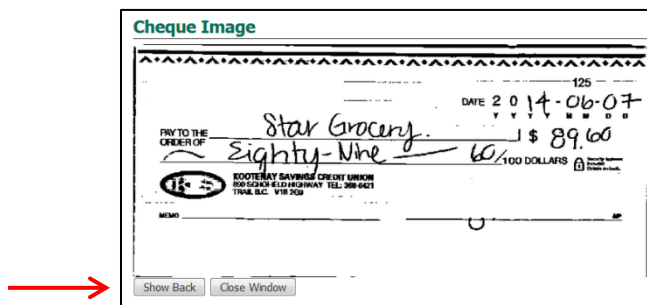
|

Can I view my cheques on my eStatement?

Yes, the front image of your cheque is viewable through your eStatement pdf. Scroll to the bottom of your statement and all cheque images written in that month will be viewable.

If you would like to view the front and back of a cheque, please view by clicking on **My Accounts** and choosing the account the cheque was written from. Click on the cheque you wish to view. To see the back side, click on **Show Back**.

09-Jun-2014	Cheque CAD # 125	-\$89.60	\$508.14
	Cheque # 125		
	Cheque Date 09-Jun-2014		
	Cheque Account Number		
	Reference Number		



Why do my Registered Shares appear under Registered Products instead of Patronage Shares?

Registered Shares are held within a registered contract and have the same requirements for withdrawal as a registered product.