

## FAQ – CASA eStatement Migration

### 1. What is an eStatement?

An eStatement is an electronic version of your monthly account statements, which can be delivered directly to your latest email address registered with us, or otherwise accessible via Online Banking.

### 2. Which of my accounts will be switched from paper statements to eStatements?

All BND and Foreign Currency Savings, Current and Flexi Deposit accounts on paper statements will be switched to eStatements.

### 3. How often will I receive my updated eStatements?

eStatements will be made available to you based on the type of accounts.

For **Current** Accounts – it will be set up **monthly** as default.

For **Savings** Accounts – it will be set up **quarterly** as default.

For **Foreign Currency** Accounts - it will be set up **monthly** as default.

For **Flexi Deposit** Accounts – it will be set up **yearly** as default.

### 4. How will I receive my eStatement?

You will receive your eStatement via your email that is registered with the Bank. Your eStatement will be password protected and instructions will be provided clearly in the email about your unique password to open your eStatement.

### 5. Is there any other way I can retrieve my eStatement?

You can also retrieve your eStatement via Online Banking

Step 1: Visit [sc.com/bn](http://sc.com/bn) (or access via the mobile app)

Step 2: Login to Online Banking

Step 3: Mouse over to the drop down list on the top navigation menu and select “Account Summary”

Step 4: You may select the particular account statement you wish to view should you have more than one card and selecting the account under “Account History”.

### 6. Can I opt to continue receiving paper statements for my Accounts?

In our efforts to reduce the use of paper, all paper statements will be moved to e-statements.

If you still wish to continue receiving paper statements for your accounts, the frequency of your statements will be moved from quarterly to yearly.

### 7. Will I be charged for paper statements if I choose to continue receiving paper statements?

You will not be charged for the statement which you have subscribed for. For additional request made at Branches on months where you are not scheduled to receive these statements - there will be a charge of \$20 per statement date (monthly) per account.

### 8. I have not registered my email with the Bank to receive e-statements. What do I do?

You may update your personal information through (i) Online Banking (ii) contact our Client Care Centre at 265 8000 or by (ii) visiting any of our Branches. You will be automatically signed up for e-statement upon e-mail registration.

**9. I have a joint account with my wife/ husband/ daughter/ son etc. Who will be receiving the e-statements?**

The e-statement will be sent to primary account holder of that account.

**10. I have not received my e-statement. Can you resend it to me?**

If you require the e-statement to be re-sent, you may contact our Client Care Centre at 265 8000 or visit any of our Branches.

**11. Can I change the frequency of my e-statements?**

You may receive your e-statements as frequent as once a month. You may contact our Client Care Centre at 265 8000 or visit any of our Branches.

**12. I need to retrieve transactions made in the past 6 months, are you able to send it to me through e-statements?**

Account transactions up to 12 months can be retrieved by (i) dropping a request via the **Contact Us** feature on Online Banking, (ii) contacting our Client Care Centre at 2658000 or (iii) by visiting our Branches. The requested e-statements will be sent to you to your email address registered with the Bank. You may also retrieve this from your Online Banking.