



e-Statements Frequently Asked Questions

1. What are e-Statements for Businesses and how can I get them?

e-Statements, or electronic statements, replace your paper checking account statements. You can download, save, or print your statement image at your convenience. There is no charge to receive e-Statements for your Fremont Bank business checking or combined statement.

2. Where do I view my e-Statement?

You view your e-Statements within your Business Online Banking access. Sign into Business Online Banking account, then select the Accounts List and choose your account, then select the Documents tab. Here you will see a link to your e-Statements.

3. How do I view my e-Statements?

To view your e-Statements you will need Adobe® Acrobat Reader® (version 4.0 or higher). Many computers have an Adobe Reader installed, but if you do not have it, the basic software is available for free directly from Adobe's website <http://www.adobe.com/>.

4. Will my online e-Statement look the same as the printed statement?

Yes, and it will contain all the same information.

5. What Web browsers can I use to access my e-Statement?

We recommend that you use Microsoft® Internet Explorer 5.5 or higher. Business Online Banking does not support the Firefox rendering engine within Netscape Navigator 8.0. As such, customers using this browser will need to use the Internet Explorer rendering engine within the Netscape 8.0 browser.

6. How will I be notified that my e-Statement is ready?

You will be notified by email to the email address that you provided upon enrollment for each account you own. For example, if you have 3 separate accounts on e-Statements, you will receive 3 email notices that your e-Statements are ready each month.

7. How do I change or update my email address?

To change or update your email address, please contact Corporate Services via email at corporate.services@fremontbank.com or call (866) 222-7215.

8. Can I have e-Statement delivery for more than one account?

Yes. You can choose electronic delivery for all your eligible checking accounts during your initial enrollment or at any time.

9. Can I combine my Checking and Savings accounts into one monthly statement?

Yes, to combine your monthly statements, please contact us at (866) 222-7215 or visit your local branch.

10. How much will e-Statements cost?

Nothing, the service is free to Business Online Banking subscribers.

11. Can I cancel the monthly email that my current statement is available?

No, the email is sent for your security and protection and an email is sent for each account that is subscribed under the Business Online Banking log in.

12. If I close my account, or cancel my Business Online Banking access, how will I get my statement?

Please contact Corporate Services by email at corporate.services@fremontbank.com or by phone at (866) 222-7215. We also recommend that you print and/or save your statements before closing your account.

13. Can third parties have access to only the Documents tab within Business Online Banking to view only my electronic Statements?

Yes, a third party, such as an accountant, can have limited access to your online account and view only the Documents tab.

14. What if I can't access my e-Statement?

Please contact Corporate Services via email at corporate.services@fremontbank.com or call (866) 222-7215.

15. How far back can I access my e-Statements?

You can access a minimum of 15 months of statement history.

16. How do I save my e-Statements?

Once you've opened your e-Statement, you can save it using the small disk icon on the toolbar of your Adobe Acrobat Reader software. Provide a name for the file using a .pdf extension. Select a name that will help you remember which statement the file contains (e.g. CheckingNov2003.pdf)

17. What if I need to see older statements, will fees apply?

In some cases, additional fees may apply to get copies of older statements.

18. I receive statements with check images. Will my e-Statement include check images?

Yes, you can view your check images within your Fremont Bank e-Statement.

19. Will I continue to receive paper copies of my statement if I sign-up for e-Statements?

Paper statements are no longer produced when you enroll for e-Statements, therefore statement copies will not be delivered to you or a third party, such as your accountant.

20. What if I change my mind and want to get paper statements?

You can cancel the e-Statement service at any time, and get a paper statement mailed to you again. To cancel, please contact Corporate Services via email at corporate.services@fremontbank.com or call (866) 222-7215.