



## **e-Statement Frequently Asked Questions**

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**Question 1. How do I sign up for Credit Union e-Statements?**

Answer: Before you can sign up for e-Statements, your current email address must be listed on your Coastline account and you must have an ART/CoastNet Home Banking access code (PIN). If you don't have an ART/CoastNet Home Banking access code (PIN), [click here](#) for information on how to establish one.

If you have never had your email address added to your Coastline account, please see the answer to question #19 on how to provide us with your current email address.

If you already have your email address listed on your Coastline account, and you have an ART/CoastNet access code (PIN), you can sign up for e-Statements by going to our website at <http://www.coastlinefcu.org>. Select the CoastNet Home Banking Log-in link at the top of the homepage. Once you are logged into CoastNet Home Banking, select History from the left hand menu and click e-Statement. Then, you will see the Electronic Delivery Preference Screen. Select "Online e-Statements" and then select "Submit Changes." Read the Electronic Delivery Disclosure Agreement, and select the "I Agree" box and click the "Accept" button. You're now signed up for e-Statements!

**Question 2. How do I log in?**

Answer: Go to our web site at <http://www.coastlinefcu.org>. Select the CoastNet Home Banking Log in link at the top of the homepage. Enter your Account Number and PIN and click the Submit button. Then simply select History from the left hand menu and click the e-Statement link which takes you to the list of available statements.

**Question 3. When I logged into CoastNet Home Banking and I clicked on e-Statements, I got an error message.**

Answer: In order to sign-up for e-Statements, you must have an e-mail address listed on your account. Once you provide us with your e-mail address and it is added to your account information, you will be able to sign-up for e-Statements through CoastNet Home Banking. To add an email address to your account, see the answer to Question 19.

**Question 4: How do I use e-Statements?**

Answer: Once you log in to CoastNet Home Banking and have selected e-Statements, you can navigate through your statements by simply clicking on any one of the statements available.

**Question 5. What if I lose or forget my ART/CoastNet PIN?**

Answer: Call us at (904) 346-1700, select Option 3 and ask them to reset your ART/CoastNet Home Banking PIN. We will be happy to do so.

**Question 6. Do I have to be a CoastNet Home Banking user to view statements online?**

Answer: Yes, you do have to be a CoastNet Home Banking user to view your statements. For information on how to sign up for CoastNet Home Banking, [click here](#), and scroll to the CoastNet Home Banking section.

**Question 7: Will I receive notification when my statement is available?**

Answer: Yes. You will receive an email to notify you that your statement is ready to view online.

**Question 8: Will my electronic statements look the same as my regular printed statements?**

Answer: Your electronic statements will look like your printed statements and will contain all the information you previously received by mail.

**Question 9: How can I review statements from previous months?**

Answer: You may select from any of the statements reflected on the screen. If you want to review a statement before November 2006, you may request a paper copy from Coastline Federal Credit Union via [infolink@coastlinefcu.org](mailto:infolink@coastlinefcu.org) or by calling (904) 346-1700, Option 3. (Note: A fee for statement copies may apply, per the Rate & Fee Schedule).

**Question 10: How will I receive Coastline's newsletter and inserts that came with my printed statements?**

Answer: You will have access to the electronic version of all materials that would normally be inserted into your paper statement.

**Question 11: How can I get a printed copy of my statement?**

Answer: If you need an e-Statement in paper form, simply print one from your Internet browser.

**Question 12: What happens to my statements after 12 months? What if I need a paper copy of a statement after 12 months?**

Answer: After 12 months, your e-Statement is no longer available on-line. You may print e-Statements from your Internet browser while they are available for viewing. If you need a paper copy of a statement after 12 months, you may request one from Coastline Federal Credit Union via [infolink@coastlinefcu.org](mailto:infolink@coastlinefcu.org) or by calling (904) 346-1700, Option 3. (Note: A fee for statement copies may apply, per the Rate & Fee Schedule).

**Question 13: How do I print a cleared check?**

Answer: Printing of a cleared check image is accomplished by holding the Control Key down and hitting the P key at the same time.

**Question 14: Why are some of the older cleared checks not available for viewing?**

Answer: Cleared check images are available on-line for viewing or printing for 12 months after clearing.

**Question 15: How do I view the disclosure information for a particular month's statement?**

Answer: To view the disclosure information, simply click on the disclosure icon on the left hand menu.

**Question 16: Whom do I contact about statement discrepancies?**

Answer: To resolve possible statement discrepancies, contact us at [infolink@coastlinefcu.org](mailto:infolink@coastlinefcu.org), call us at (904) 346-1700, Option 3, come in to any Coastline branch, or click on the Reconciliation Form button on the left hand menu for more information.

**Question 17: Can I view Coastline Federal Credit Union's Newsletters (The Bulletin Board and Coastline News) on-line?**

Answer: The on-line newsletter will be posted and you may access it by clicking the Newsletter button on the left hand menu.

**Question 18: How can I make a change so that my statements will be mailed to me?**

Answer: Once you're on the eStatement site, select the Delivery Options button on the left of your screen. Select the "U.S. Mail" option and then click the Submit button.

NOTE: Once you elect to receive statements via U.S. Mail, you will no longer receive e-Statements.

**Question 19: How can I contact Coastline Federal Credit Union to update my email address?**

Answer: Contact us 24 hours a day, seven days a week by calling our Member Service Center at (904) 346-1700, Option 3.

**Question 20: What are the minimum recommended system requirements for e-Statements?**

Answer: The minimum requirements for e-Statements are:

- Processor Speed: 486 or higher
- Modem Speed: 28.8 Kbps or higher
- Monitor Size: Any size, 800x600 resolution or higher
- Memory Size: 16MB or higher

**Question 21: What are the suggested web browser settings for e-Statements?**

Answer: For ideal viewing, we recommend that you set your monitor resolution at 1024 x 768 and default font size to "small."

**Question 22. What web browsers can I use to access e-Statements?**

Answer: For maximum performance, we recommend that you use either Netscape Navigator 4.0 or higher or Microsoft® Internet Explorer 4.0 or higher.

**Question 23. How do I save On-line Statements to my computer?**

Answer: To save your On-line Statements to your computer, click the save icon or link in the upper right hand corner of the On-line Statement. This will bring up a "file Download" screen. Select "Yes". Then a "Save As" dialogue box will appear, select the destination on your computer where you would like to keep your On-line Statements and click the "Save" button. This will download the On-line Statement to your computer.