

American 1 E-statement frequently asked questions

Q: What is an E-Statement?

A: An e-statement is an account statement that's accessed through online banking. It is accessed on-line via your Internet connection, and may be printed at your location. When your e-statement is ready, we send you an e-mail notification.

Q: How do I sign up to have my statements delivered electronically?

A: First, you have to sign up for our home banking service, A1@home. If you're not signed up already, visit any branch.

From there, follow these steps:

1. Log in to the A1@home system
2. Click on the History bar, then click on "eStatements"
3. Read the disclosure, then enter your e-mail address and click "Enroll me now!"
4. On the next screen, click the "I Accept!" button
5. You are now signed up to receive e-statements from American 1

Q: Is there a charge for my E-Statement?

A: No, E-Statements are free.

Q: Will I be able to print my E-Statement?

A: Yes.

Q: Are my check images available with my statement?

A: Yes. Look for a check number (highlighted in green) on your e-statement, and click on it. The system will show you a copy of the check.

Q: Will I still receive a printed statement by U.S. Mail?

A: No, paper statements will no longer be mailed.

Q: How often will my E-Statement be delivered?

A: Monthly, or quarterly if you only have a savings share with American 1. Your statement will be available usually within the first two business days of the month, and will arrive sooner than your paper statement used to.

Q: How do I know when to look for my E-Statement?

A: You will be sent an e-mail notifying you of its availability. After the e-mail arrives, log in to A1@home, click the "History" tab, and click "e-statements."

Q: Is my statement information secure?

A: Yes. To be sure, look in the web address / URL. If the first five letters of the web address are "https," then the connection is secure.

Q: What is Adobe Acrobat Reader and why do I need it?

A: Adobe® Acrobat® Reader™ is free software used to print and view electronic forms. You need to have a recent version of this software installed on your computer that will allow you to download, display or print your statement or images.

Q: How Do I get the free Adobe® Acrobat® Reader™ software?

A: You can download the latest version from www.adobe.com or you can download it when you first access the E-Statement site.

Q: How long does it take to set me up for E-Statement?

A: If you sign up for e-statements before the 20th of the month, you will be ready to receive the e-statement for that month. If we receive your agreement after the 20th, you will receive your e-statement for the end of the next month.

Q: How many months of statements are online?

Statements for the past 12 months are available, along with any tax forms or account notices.

Q: Do I have to remember another username and password?

A: No. With American 1's new e-statement system, you only log in to online banking once. From there, you can access your e-statements without having to remember another username or password.

Q: What if I change my e-mail address?

A: Log in to A1@home, head to the e-statements section, and – on the e-statement homepage – you'll see a heading that says "New E-mail Address," with your current e-mail address underneath. To change your e-mail address, enter your new e-mail address and click the button that says "Change my e-mail address."

Q: What happens if I am unable to access my E-Statement account or need a paper copy of my statement? How do I obtain a statement copy?

A: Stop by any branch to receive a copy of your paper statement.

Q: How do I cancel my E-Statement?

A: On the e-statement homepage, at the bottom of the screen, there is a button that says "Switch me back to paper statements." Simply click the button and you will no longer receive e-statements. If you have any questions, call our Member Service Department at (888) 213-2848.