

More Secure. More Convenient. More Ecofriendly.

eStatements

Frequently Asked Questions

What are eStatements?

With eStatements you are now able to receive your checking and savings account statements electronically. Statements are sent to your email as a password protected PDF file and can only be accessed with the password that you chose at the time of enrollment.

What are electronic documents?

Electronic documents are notifications we will send along with your eStatements as an additional PDF file. These additional PDF files will notify you of any updates to our policies, government regulations, or disclosures.

How secure is eStatements?

Security is one of the main benefits of eStatements. Because it is sent to you via email as a password protected PDF, it will require you to enter the password you chose at the time of enrollment, before showing confidential information. By signing up for eStatements you are taking the right step towards identity protection and eliminating the possibility of your paper statements being lost or tampered with in the mail.

How much does it cost?

It's FREE! There is no charge to receive your statements electronically.

Can I save or print my eStatements?

Yes! The statement is sent in a secure email so you can easily print or save the file.

What type of accounts can I receive eStatements for?

You can receive eStatements for both checking and savings accounts.

Can I receive electronic statements for more than one account?

Yes, you can receive any number of checking or savings accounts through a password protected PDF file.

Will I still receive paper statements?

No, once you activate eStatements you will no longer receive paper statements in the mail for your savings and checking accounts.

Will I receive check images?

Yes. You will continue you receive check images, your eStatement will look exactly like your paper statement.

What if I forget my password?

If you forget your password, simply call the bank at 724-543-1125 or 888-302-1969. We will send you an email with the password you chose at the time of enrollment.

If I am not receiving my eStatements, what do I do?

Check your spam blocker to make sure it is not blocking messages from estatemnts@fmbwpa.com. You will then need to contact the bank at 724-543-1125 / 1-888-302-1969 for further assistance.

If I deleted my eStatement, can you send me another?

You can easily retrieve your statement from our free online banking – Net Banker. If you need further assistance, contact the bank and we will send you a paper copy.



Access your bank statement
at home or on the go with
eStatements. *Sign up today!*





eStatements

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How to Enroll or Modify eStatements & Electronic Documents

How do I sign up for eStatements & electronic documents?

Enroll in eStatements at any of our eight locations or download the form from our website at www.fmbwpa.com. It only takes a few minutes to sign up for a life time of financial security.

When filling out the form, select Enroll. Fill out the form using your full name, email address, desired password, the savings and checking account numbers you wish to receive eStatements for, and the signature authorization. If you download the form from our website, drop it off at any of our offices or mail it to: 222 Market Street, PO Box 958 Kittanning, PA 16201.

What happens after I sign up?

Once we receive your completed enrollment form, you will receive a welcome email from estatemnts@fmbwpa.com. In the welcome email, there will be instructions on how to activate your eStatements. The instructions will tell you to open the password protected PDF attachment with the password listed in the email. You then will need to reply to the email with the code word found in the attached PDF file. Once you reply with the code word your eStatements will be activated.

What if I changed my email address or need to change my password for confidential reasons?

It's simple to modify your eStatements options. You will need to fill out the eStatements & Electronic Documents form, the same form used to enroll initially. You can get the form at any of our eight locations or download it from our website at www.fmbwpa.com.

When filling out the form, select Modify. Fill out the form using your full name, current email address, previous or new password, the savings and checking account numbers you are currently receiving eStatements for, and the signature authorization. If you download the form from our website, drop it off at any of our offices and we will set you up with our electronic statements.

Changing password: If you are changing your password for confidential reasons, your new password will be active on all future eStatements. The eStatements sent prior to the change of password will remain as the password chosen at the time of enrollment or before you changed your password.

Am I able to cancel my eStatements & electronic documents and revert back to paper statements?

Yes, it's easy to go back to paper statements in the same simple way you enrolled. You may cancel your eStatements and Electronic Documents at any of our eight locations or download the form from our website at www.fmbwpa.com.

When filling out the form, select Cancel. Fill out the form using your full name, eStatements email address, eStatements password, the savings and checking account numbers you currently receiving eStatements for, and the signature authorization. If you download the form from our website, drop it off at any of our offices and we will revert you back to paper statements.