

Frequently Asked Questions

RCB Bank Account Statements



Why is my combined statement being removed?

Systems limitations require us to remove combined statements at this time.

Will I begin receiving multiple statements?

Yes, any checking or savings accounts that were combined will now be delivered as separate statements. These statements will be mailed or made available in online banking if you signed up to receive eDocuments.

If I had a loan, safe deposit box or CD/IRA account combined, will this information still show on my statement?

No, once the combined statement is removed, this information will no longer show. However, if you are an owner or authorized signer, these accounts can be viewed in your online banking. Please contact us at 855-226-5722 and we will be happy to get these accounts added for you.

Will I need to re-enroll in eStatements?

No, any secondary accounts previously combined will not need to be re-enrolled in eDocuments.

How do I sign up for eDocuments, including eStatements?

Visit RCBbank.com/eDocuments and click on **First Time User Guide** for instructions on how to set up eDocuments. If you are already enrolled in eDocuments, see the **Additional eDocuments Guide** on the backside of this notice.

Can I have my statement sent to another person or account holder?

Yes, if you have eDocuments, you may create an additional recipient(s) to receive the statement. This is completely controlled by you. Visit RCBbank.com/eDocuments and click on **Additional Recipients Guide** for instructions for adding additional recipients. If you need help, please contact us at 855-226-5722.

Will my statement date change?

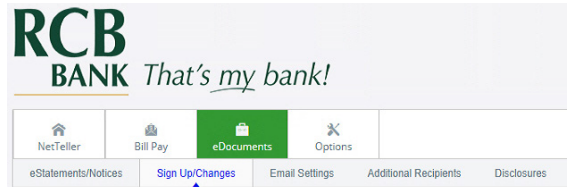
Statement dates could change for checking accounts depending on the type of account you have. If you had a savings account combined with a checking account, the savings account statement will be sent quarterly instead of being sent with your monthly checking statement.

Will I be charged any fees?

A paper statement fee will apply to consumer accounts that are not enrolled in eDocuments. This fee is charged monthly for checking accounts and quarterly for savings accounts.

Add Additional eDocuments

1 Click on the **eDocuments Tab**.
Click on **Sign Up/Changes**.



2 **Select the accounts and documents to add.**

To add all available document types, click to check "Enroll All Available Accounts and Document Types Shown"

If this box is already checked, you will need to uncheck it and then click again to add all documents for all accounts.

To add individual accounts or types, click on the plus next to the account and then click to choose which eDocuments you would like to add.

Instructions: Below is a list of accounts and document types that are available for enrollment in electronic delivery. You may place a check next to any document you wish to enroll or place a check next to any account(s) in which you wish to enroll all documents. If you uncheck any document or account, you will be unenrolled in electronic delivery for those applicable documents and/or accounts. No selections will be saved until you select the "Save Settings" button.

Note: Accounts and documents shown with a gray checkbox denote that they have already been enrolled. These may include joint and/or combined accounts and documents already enrolled by another account holder.

Enroll All Available Accounts and Document Types Shown

Enroll Accounts

Kims Checking

Enroll Available Document Types

- eStatements
- Outgoing Wire Transfer Notice
- Incoming Wire Transfer Notice
- Bounce Protection EIP NSF Notices
- EIP NSF Notice
- Repurchase Agreement Assignment Notice
- Telephone Transfer Notice
- ACH Addenda Notice
- ACH Return Notice
- ACH NOC notice
- Opt-In Confirmation Notice
- Notice of Address Change (New Address)
- Notice of Email Address Change
- Notice of Address Change (Previous Address)

3 After clicking **Save Settings**, you will see a disclosure page. Please read through, then click **I Agree** to continue. You may print the disclosures for your records by clicking **Print**. Adding additional eDocuments is complete.

If you change your e-mail address, it is your responsibility to notify your financial institution with the new address as soon as possible to avoid delays in receiving your eStatement.

ACCEPTANCE OF DISCLOSURE

Once you have read the disclosure, check the checkbox below and click on the "Accept" button to acknowledge that you understand the terms of this disclosure.

E Statement Authorization

I understand I will no longer receive paper statements and agree to receive my account statements electronically. You may at any time request a copy of a paper statement. Additional fees may apply. Refer to the most recent Schedule of Fees provided for more information.

I also agree to review my E Statement promptly each month, and will notify the bank immediately of any suspected errors, alterations or irregularities, including unauthorized access to my account.

I understand I may request paper statements again at any time by contacting RCB Bank Customer Service, but such request will terminate this E Statement Authorization for the referenced account.

✓ **Process complete.**
You will receive a confirmation email regarding changes made to your eDocuments.

? **Get in touch.** 855.226.5722 | RCBbank.com