e-Statements User Guide

Self-Enroll

FIRST RELIANCE® BANK

www.FirstReliance.com

1.888.543.5510

@ Enroll for eStatements

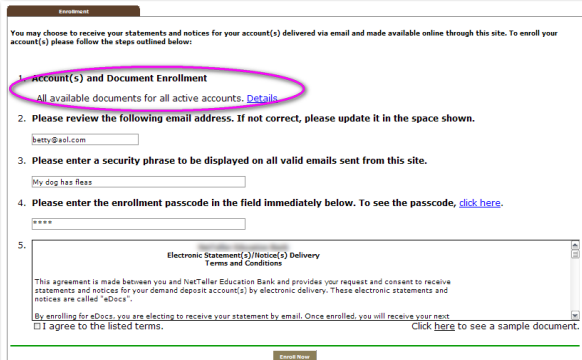Select the eStatements tab from the menu bar.

The first time you click on the eStatements tab you'll be presented with an enrollment screen.
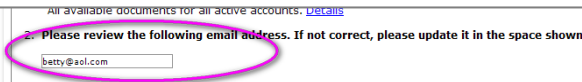

✔ Step 1 (optional)

Click **Details** to see which accounts and document types you can enroll.

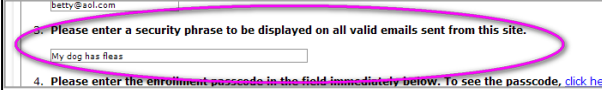Remove the check boxes from any documents you wish to receive on paper.

✔ Step 2

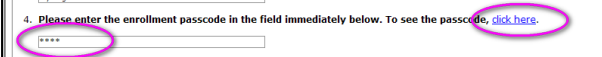Make sure your email address is correct. If no email is listed, you must fill one in.

✔ Step 3

Enter a word or words that you will recognize. This is called your eStatement security phrase. Emails from us regarding eStatements will contain this phrase.
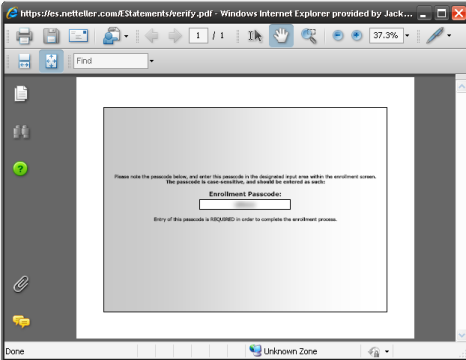

✔ Step 4

This step is your key to knowing if you'll be able to read eStatements online. You must have Adobe® Reader® 6.0 or higher installed on your computer to use the service.

First, click where it says click here. This will open an Adobe PDF document in a new window.
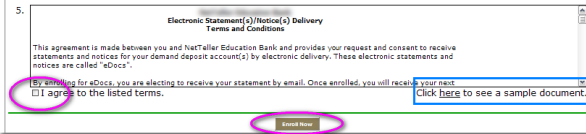
In the center of the PDF you will see a passcode word. This word is case-sensitive. Make a note of the passcode.

Then return to the enrollment screen and type the passcode into Step 4.

Step 5

Read our terms and conditions
then check the box that says "I agree."
Finish by clicking the submit button.

To see a sample statement, click the link in
the lower right hand corner.

Confirmation

You'll receive an email from us
any time you enroll or un-enroll.

All emails from us regarding eStatements will
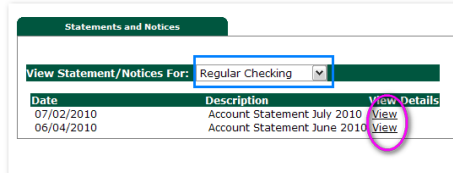contain the security phrase you created.

CONGRATULATIONS

on going paperless
and reducing waste!

Receiving Documents

You'll receive an email when your eStatement
is ready. Sign into Online Banking to
continue.

Click on the eStatements tab for a list of
documents. Toggle between accounts by
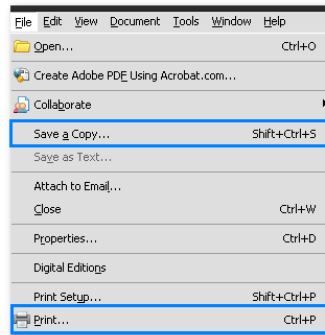using the drop-down account listing.

Click **View** to open the document.

Saving and Printing

Because the statements open with Adobe, you can
use the Adobe toolbar to save or print. (But you
don't really want to print, do you?)

Other Tabs

Account Reconciliation
✓ Use the Recon tab to balance your checkbook

Change Email Address
✓ Update your address or security phrase
through the Email menu

Retention

We retain statements online for 60 days
and notices are kept for 30 days.

Be sure to save the statements to your
computer or a disk for future reference.

Security Reminders

✓ We will NEVER email you for your
personal information. Any email claiming
to be the bank requesting personal
information such as Social Security
Numbers, IDs, or Passwords should not
be trusted or opened.

✓ Do not write your password down.

✓ Change your password frequently.

✓ Use a different password to access your
online accounts than ones you use for
other applications.

✓ Always exit your online banking session
before leaving your computer.

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