



E-Statements - FAQs

1. How do I sign up for E-Statements?

Click on the “ESI” tab on the menu bar. You will receive an enrollment page.

2. How do I view my E-Statement?

Click on the e-mail attachment. Enter your Online Banking User ID and PIN (password).

3. Will my online E-Statement look the same as the printed statement?

Yes

4. Where do I view my E-Statements?

You will receive an e-mail from KS Bank with the E-Statement attached.

5. How will I be notified that my E-Statement is ready?

You will receive an e-mail from KS Bank with the E-Statement attached.

6. How far back can I access my E-Statements?

You can access your E-Statements for 60 days.

7. How much is the cost for E-Statements?

Contact the branch for the cost.

8. How do I save my E-Statements?

You will need to either print a copy or store them on your computer.

9. What if I need to see older statement?

You can view a transaction (only) statement for 6 months through your Online banking account. Use the drop down arrow beside the account that you want to view a prior statement. If you need a statement that is older than 6 months, you will need to contact the branch to request the statement. The branch will tell you how much it will cost to get the statement.

10. I receive statements with check images. Will my E-Statement include check images?

If you receive check images with you statement now, you will continue to receive them.

11. Will I continue to receive paper copies of my statement if I sign-up for E-Statement?

You will receive an E-Statement and a mailed statement the first month that you sign up. After the first month you will ONLY receive the E-Statement.

12. How do I change or update my e-mail address?

Go to the menu bar and click “ESI” tab. Then select e-mail from the bottom menu bar. Type the new e-mail address in the box and submit the information.

13. Can I have E-Statement delivery for more than one account?

Yes. You can click “ESI” tab and select the **documents and settings** tab to choose which accounts you would like to receive E-Statements on.

14. Can a third party have access to my E-Statement?

Yes. You can click “ESI” tab and select additional recipients to add the name and e-mail address of someone else to receive you E-Statement.

15. Can I combine my Checking and Savings accounts into one monthly statement?

Yes. You will need to contact one of our Branches and asked to have your statements combined.

16. What Web browsers can I use to access my E-Statements?

The recommended browser is Microsoft Internet Explorer 6..X but the following browsers are also supported by our system.

Microsoft Internet Explorer 7..X, 6..X and 5.X

Netscape 7.x and higher

AOL 4.x

AOL 7.x and higher

Mac Power PC Netscape 7.x (Macintosh Only)

Safari for Mac

FireFox 2.0

17. Can I cancel the monthly email that my current statement is available?

No. The E-Statement is attached to the e-mail; therefore, you will need to receive the e-mail.

18. What if I can't access my E-Statement?

Verify that your Online banking ID and Pin # (password) are correct.