



eStatements FAQs

What are E-Statements?

E-Statements are an electronic form of statement delivery.

What computer system requirements are there?

You will need to ensure that your computer software meets the following system requirements in order to view, print, and/or save your eStatements.

- Computer with the capability to access the Internet
- Internet Browser that supports 128-bit encryption and is on the list of supported browsers. <http://info.netteller.com/go/Supported-Browsers>
- Adobe Acrobat Reader 6.0 or higher.

Am I able to select Additional Recipients for my eStatements?

Yes, you may enroll up to 3 additional recipients for eStatements by selecting Additional Recipients from the Documents tile.

Which accounts will I be able to view via eStatements?

eStatements are available for checking, savings, and money market accounts. You will be able to select which of your accounts, if not all of them, you would like to receive eStatements. If a savings account is on a combined statement you will only need to enroll your checking account in order to view both.

If my checking and savings statements are combined can I still sign up for eStatements?

Yes. Your savings statement will continue to be combined with your checking statement. Please access your checking statement to view both.

Can I sign up for eStatements if I receive paper images of my checks?

Yes. Copies of your check images will appear in your eStatement.



Can I still receive paper statements?

No. Once you sign up for eStatements, paper statements will not be sent through the mail. You will continue to have the option to request historical statements, for which fees may apply.

Can I receive eStatements and have a paper statement sent to someone else (accountant, etc)?

Once you sign up for eStatements, paper statements will not be sent through the mail. However, you are able to set your accountant up as an additional recipient to receive a copy of your eStatement.

What if I do not receive my eStatement?

If you have not received an email notifying you that your statement is ready to be viewed, you may have an invalid or outdated email address on file. Login to your Online Banking and select Email Settings in the Documents tile to check your email address and update if necessary.

What if my e-mail address changes?

Login to your Online Banking and select Email Settings in the Documents tile. You may then update your e-mail address.

What if I have additional questions?

You may contact us by phone at 817-759-9001, by emailing nbtcustomerservice@nbt.bank or login to your Online Banking and select Messages from the dashboard to start a conversation with an NBT representative.