



eStatements

How to enroll in eStatements in Online Banking

What are eStatements?

- Typically you receive a statement of your accounts in paper format at the following times, by mail:
 - Monthly – if you have a checking account
 - Quarterly – if you do not have a checking account

- With eStatements, you can elect to receive your statement electronically instead of waiting for it to come by mail.

- The statement will include all of the same information, it will just be delivered electronically.

Why should I sign up for eStatements?

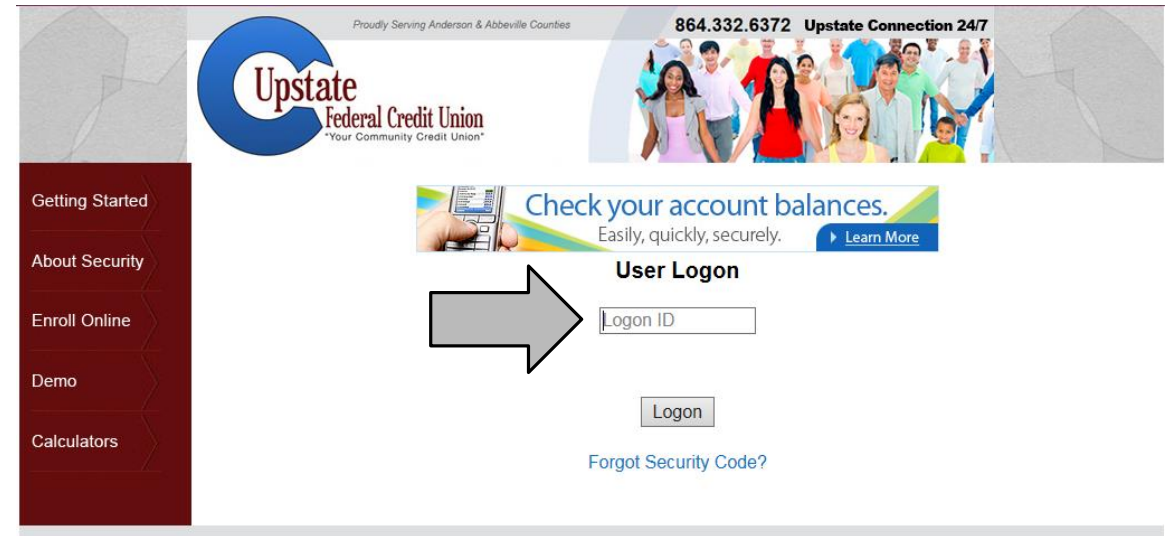
➤ Secure delivery

- Receive your statement within Online Banking, where a password is required to access it instead of having it delivered to your mailbox

➤ Faster delivery

- Receive your statement as soon as it is created instead of having to wait for it to be printed and delivered.

Step 1: Login to Online Banking

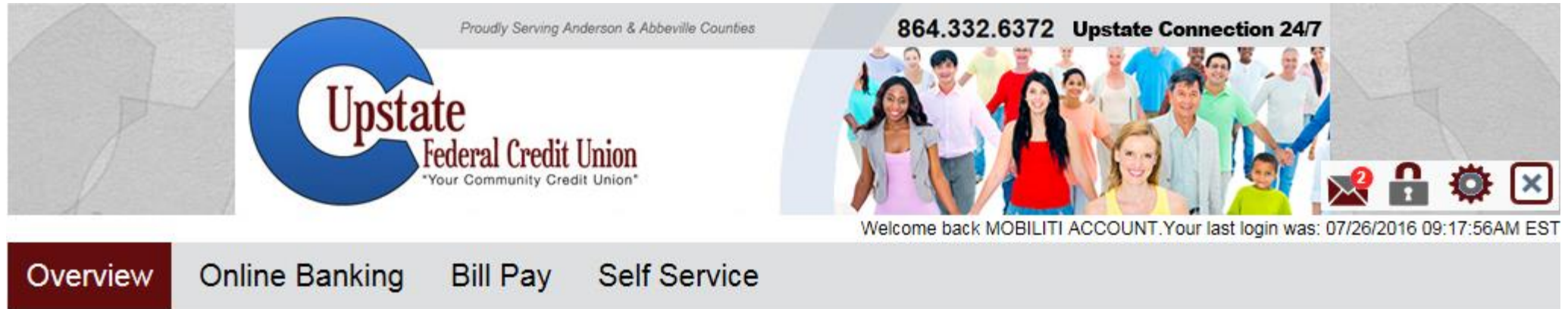


Upstate Federal Credit Union
For assistance with Bill Pay, please call Upstate FCU Bill Pay Member Service at 1-844-785-4478 between the hours of 7:00 AM - 1:00 AM ET, 7 days a week.

For all other assistance, please call Upstate Federal Credit Union at: 864-369-0095
8:00 AM to 5:00 PM Monday thru Friday
[Contact Us](#)



Step 2: Select the Self Service Tab



The screenshot shows the top section of the Upstate Federal Credit Union website. On the left is the logo, a blue 'C' with 'Upstate' in red and 'Federal Credit Union' in black below it, with the tagline 'Your Community Credit Union*'. To the right of the logo is the text 'Proudly Serving Anderson & Abbeville Counties'. Further right is the phone number '864.332.6372' and 'Upstate Connection 24/7'. Below this is a banner image of a diverse group of people. In the bottom right of the banner are icons for a mail notification (with a '2'), a lock, a gear, and a close button. Below the banner is a navigation bar with four tabs: 'Overview' (highlighted in dark red), 'Online Banking', 'Bill Pay', and 'Self Service'. Below the navigation bar is a large grey arrow pointing upwards towards the 'Self Service' tab.

864.332.6372 Upstate Connection 24/7

Upstate Federal Credit Union
Your Community Credit Union*

Proudly Serving Anderson & Abbeville Counties

Welcome back MOBILITI ACCOUNT. Your last login was: 07/26/2016 09:17:56AM EST

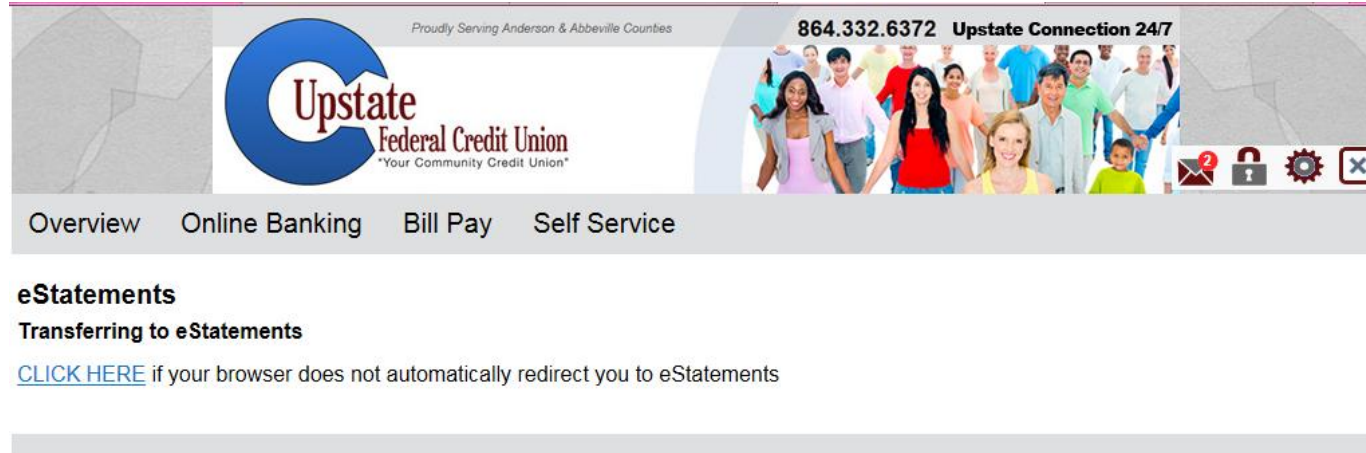
Overview Online Banking Bill Pay Self Service

Step 3: Select “eStatements”

The screenshot shows the Upstate Federal Credit Union website interface. At the top, there is a banner with the Upstate logo, the text "Proudly Serving Anderson & Abbeville Counties", the phone number "864.332.6372", and "Upstate Connection 24/7". Below the banner is a navigation bar with tabs for "Overview", "Online Banking", "Bill Pay", and "Self Service". The "Self Service" tab is active. Underneath, there are three main sections: "Alerts", "Additional Services", and "Member Requests". The "Alerts" section lists "Account Alert", "Transfer Alert", "General Alert", "Alert History", and "Schedule Reminder". The "Additional Services" section lists "eStatements", "eNotices", and "Mobile Money". A large grey arrow points from the "Alerts" section towards the "Additional Services" section. The "Member Requests" section contains a dropdown menu labeled "Select a Request...".

eStatements will be listed under the “Additional Services” tab.

Step 4: Select “CLICK HERE” if the message below displays



Proudly Serving Anderson & Abbeville Counties 864.332.6372 Upstate Connection 24/7

Upstate
Federal Credit Union
"Your Community Credit Union"

Overview Online Banking Bill Pay Self Service

eStatements
Transferring to eStatements
[CLICK HERE](#) if your browser does not automatically redirect you to eStatements

Upstate Federal Credit Union

For assistance with Bill Pay, please call Upstate FCU Bill Pay Member Service at 1-844-785-4478 between the hours of 7:00 AM - 1:00 AM ET, 7 days a week.

For all other assistance, please call Upstate Federal Credit Union at: 864-369-0095
8:00 AM to 5:00 PM Monday thru Friday

You may receive a message that says “CLICK HERE if your browser does not automatically redirect you to eStatements”. If that happens, click on “CLICK HERE”.

Step 5: Review the Enrollment Usage Terms & Click Accept if you agree to the terms.

Statement Express Enrollment Usage Terms

Close

Statement Express Usage Agreement

Upstate FCU's ("we" or "us") Statement Express service is provided in part with assistance from Fiserv. We will use information collected from you only as necessary to assist in processing statements according to the terms set forth below. PLEASE READ THE FOLLOWING CAREFULLY. COPIES OF THESE TERMS ARE AVAILABLE UPON REQUEST BY WRITING US AT:

Upstate FCU
207 E. Highland Ave
Anderson, SC 29621

Accept

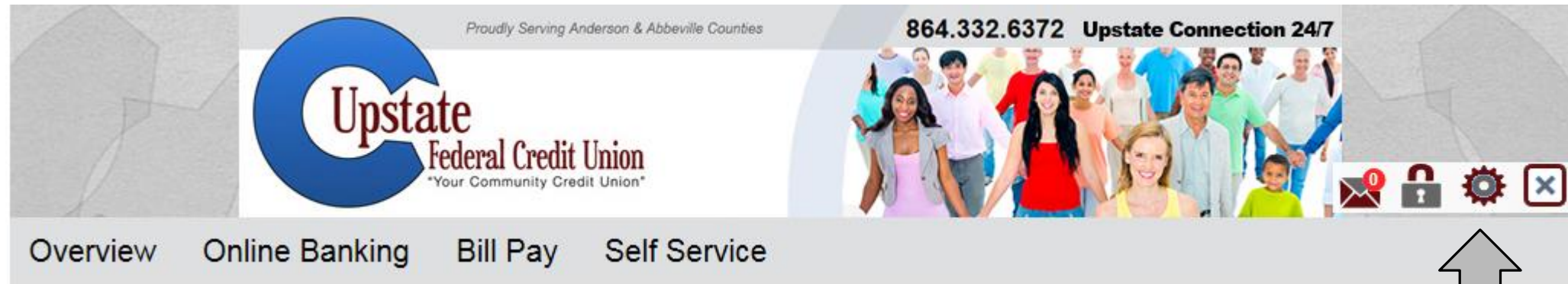
The Terms will be a full page. Please review all terms carefully and click on "Accept" at the bottom of the page if you agree with the terms and want to finalize your enrollment in eStatements.

Step 6: You will be directed to Statement Express, Enrollment is Complete!

The screenshot shows the 'Statement Express' page of the Upstate Federal Credit Union website. The navigation bar at the top includes links for Home, Loans, Services, Accounts, Statements, Profile, Contact Us, and Help. The Upstate Federal Credit Union logo is visible in the top right corner. Below the navigation bar, the page title is 'Statements' and there is a 'Log Off' button. A message in red text states: 'There are no statements available for your account at this time. You will receive email notification when your statement is ready for viewing.' Below this message is a banner featuring the Upstate Federal Credit Union logo, the text 'Proudly Serving Anderson & Asheville Counties', the phone number '864.332.6372', and a photograph of a smiling family. At the bottom of the page, there are links for 'Privacy Policy' and 'Terms of Use'.

You will receive an email any time a new statement becomes available. The email will go to the email address we have on file. If you need to change the email address we have on file or verify that yours is correct instructions are listed on the following slides.

How to verify and change your email address



1. *Select the GEAR icon, located in the top right corner of your Online Banking.*
2. *You will be given 3 options: Preferences, Personal Information & Account Information.*
3. *Choose Personal Information.*
4. *Verify the email address that is listed. If it needs to be added or updated, change the information & click OK at the bottom.*
5. *Our records will be change to reflect your updated information.*