



Frequently Asked Questions About The E-Statement Service

What is an E-Statement?

An E-Statement is a service which allows bank customers to receive their monthly bank statement through an electronic email instead of the regular mail.

Who can receive an E-Statement?

All First United Bank customers who have an email address and an active bank account.

How do I sign up for E-Statements?

All you need is a valid email address. The E-Statement Application forms are available at all First United Bank locations or online at www.FirstUnited.Net.

Due to government regulations, a signature is required on the enrollment form, so, customers will need to either fax/scan the form back to the bank, mail the form back to the bank or fill out the form in person at any First United Banking Center.

Is there a fee for this service?

No, the service is FREE.

Can I receive my bank statement using both methods; postal mail and an email?

No, you can only have one or the other, not both.

How does the E-Statement service work?

1. Customer completes the application form and returns it to First United Bank.
2. Customer receives an email with an attachment on their next statement cycle date (*the attachment will be the customer's bank statement*).
3. The attachment is password protected.
4. The customer uses the password written on the application form they filled out to open the bank statement.
5. The customer can view the statement, print it and archive it.

What are the guidelines concerning Passwords?

All passwords must be a minimum of six (6) characters, a maximum of ten (10) characters, and use a combination of alpha and numeric characters (at least one number and one letter). Passwords are case sensitive and must be entered exactly as they are listed on the enrollment form.

What if the customer forgets or disables their password?

The customer can call any First United Banking Center and be connected to the E-Statements Desk in Customer Service. The Customer Service personnel will identify who the customer is by using several methods such as Social Security Number, date of birth, amount of last deposit, etc. Then the customer will be given their password.

What type of accounts can I receive an E-Statement for?

All Checking, Savings and Money Market Accounts.

What is the contact information for questions about E-Statements?

First United Bank
Attention: E-Statements
PO Box 16500
Lubbock, Texas 79490
Phone: (806) 797-6500 Extension 334
Fax: (806) 784-3795
Email: Estatements@FirstUnited.Net

What are the requirements for receiving an E-Statement on my computer?

For Consumer Customers

A Pentium class computer

- 64 MB Ram or higher
- Microsoft Windows 95 or higher, Linux 2.2 kernel or higher, Macintosh 8.6 operating system or higher
- A working internet connection (broadband or dial-up)
- Adobe Acrobat Reader version 5.0 or higher
- A working email account with 1MB of free space available
- A working email account that allows attachments up to 500 KB

For Commercial/Business computers

- A Pentium class computer
- 64 MB Ram or higher
- Microsoft Windows 95 or higher, Linux 2.2 kernel or higher, Macintosh 8.6 operating system or higher
- A broadband internet connection (DSL, Cable, ISDN)
- A working email account with 20MB of free space available
- A working email account that allows attachments up to 20 MB

How many account statements can a customer receive through email?

Customers can receive as many as they would like.

What happens if I change my email address, or I wish to cancel the service, or make other changes such as adding an account number, etc.?

Per the E-Statement enrollment form, it is the customer's responsibility to notify the bank either by faxing a request, mailing the request or by requesting the change in person. *All changes made must be requested in WRITING from the customer with a valid signature.*

How Secure is my E-Statement?

- 1) The bank statement is emailed as an encrypted file and when the customer types in their password to open the statement, the statement is decrypted.
- 2) The emailed bank statement is password protected and it is the responsibility of the customer to protect their password.