Internet Banking

User Manual – Web eStatements

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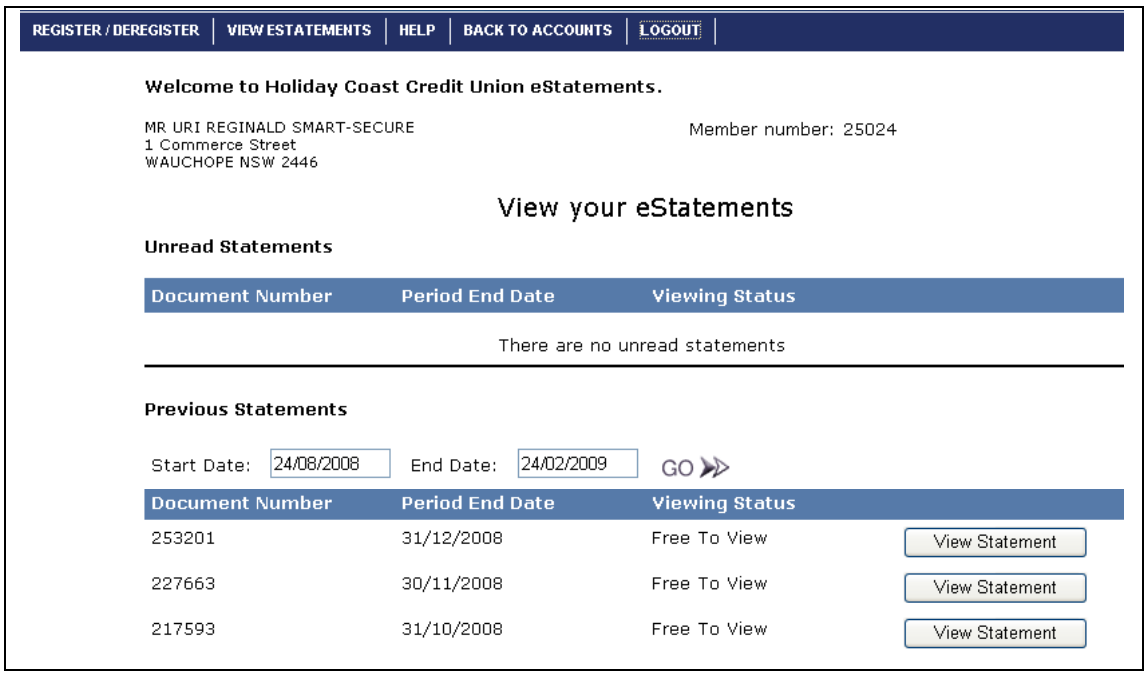
1 Accessing eStatements

You can access eStatements from within an Internet Banking session numerous ways. You can click on the eStatements option in the Quicklinks Menu Bar or via the 'View' Menu, or alternatively when a new statement is available to view, an alert button is displayed on the Balances page advising of such.

Regardless of which access option you choose, you will be taken to the 'View your eStatements' screen where you can view, save or print your statements on request.

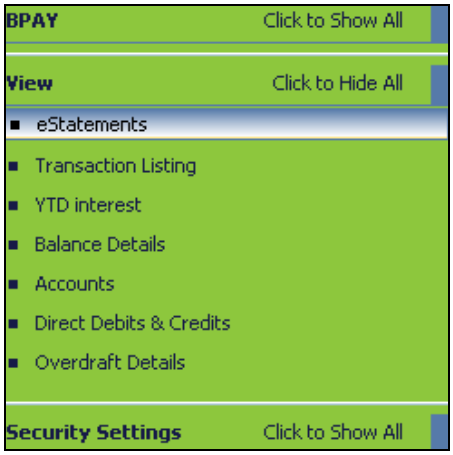
1.1 Quicklinks Menu Bar

1. Login to Internet Banking
2. Click on the eStatements option on the Quicklinks Menu Bar
3. The 'View your eStatements' screen will be displayed



1.2 View Menu

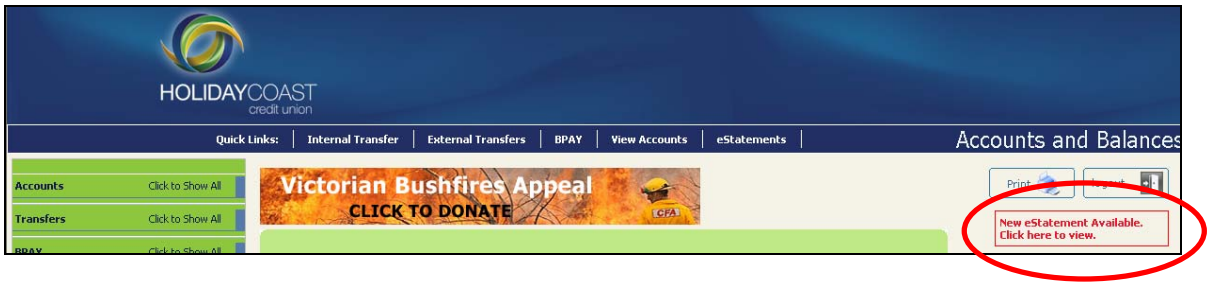
1. Login to Internet Banking
2. Expand the ‘View’ menu
3. Select ‘eStatements’ option



4. The ‘View your eStatements’ screen will be displayed

1.3 New Statement Alert Button

As soon as a new statement is available for viewing, an alert will be displayed on the Accounts & Balances page in the top right hand corner near the Logout button.
You can simply click on this button to access your statements.



1. Login to Internet Banking
2. Click on the ‘New eStatement Available Click Here to View’ alert button
3. The ‘View your eStatements’ screen will be displayed

2 Registration

To register for eStatements you must first be registered for Internet Banking.

Once registered for Internet Banking you can simply access the eStatements option & when accessing for the first time you will be prompted to 'Register'.

By registering to receive your statements online you agree to no longer receive paper based statements & they will now be available to view via Internet Banking.

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. You will be required to read & accept the eStatements Conditions of Use
4. If you accept, select I Accept check box
5. Click 'Activate eStatements' button
6. A registration successful message should appear on screen;
   "Your registration for eStatements was successfully processed"
7. Registration confirmation email will also be sent to email address on file
8. Click 'Click Here' button to view your statements

3 Deregistration

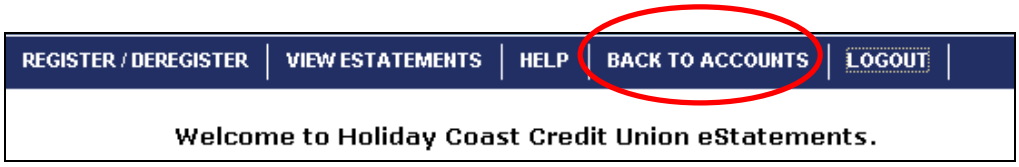
By deregistering to receive your statements online you agree to resume receiving paper based statements.

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. Click ‘Register/Deregister’ menu
4. You will be required to read & accept the Deregistration Conditions
5. If you accept, select I Accept check box
6. Click ‘Deregister for eStatements’ button
7. A deregistration successful message should appear on screen;
   “You will now be sent your statement in the mail!”
8. Deregistration confirmation email will also be sent to email address on file
9. Click ‘Click Here’ button to go back to accounts

4 Toggle between eStatements & Accounts & Balances Page

When you access eStatements you temporarily no longer have access to your accounts & balances.

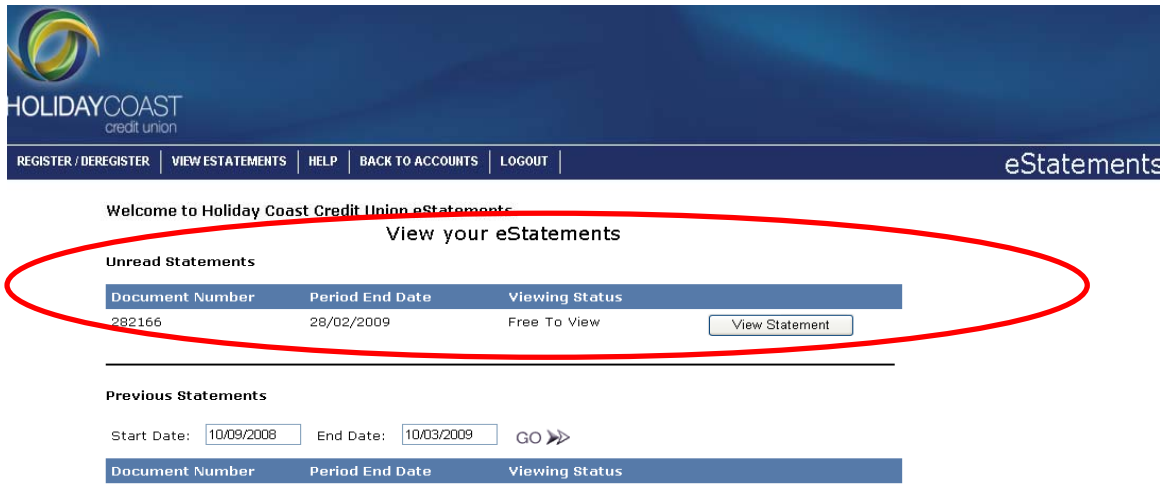
To leave eStatements & go back to your Accounts & Balances page you simply click on the 'Back to Accounts' option on the Quicklinks Menu Bar.



5 View Statements

5.1 Unread

If you have unread statements that have not been viewed, they will be displayed in the top section of the 'View your eStatements' screen.



To view, save or print;

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. Click on 'View Statement' button for the relevant document in the 'Unread Statements' section.

Note: As long as a statement remains unread, the new statement alert button will be displayed on the Accounts & Balances page.

5.2 Previous

Any statement outside the current statement period is classified as a ‘previous’ statement.
Statements older than 12 months are classified as ‘archive’ statements.
There is a $2 fee payable for each archive statement viewing. (See ‘Archive’ section for more information).

By default, previous statements displayed will date back 12 months; there is no fee payable to view these statements.

However, you can use the search filter to search for any previous or archive statements (refer Search Filter section for more information).

Note: Archive statements have a viewing status of ‘Archive’ which specifies a fee payable for viewing. All others have status ‘Free to View’.

To view previous statements;

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. Click on ‘View Statement’ button for the required document, or
4. Use Search Filter to retrieve specified statement date

5.3 Archive

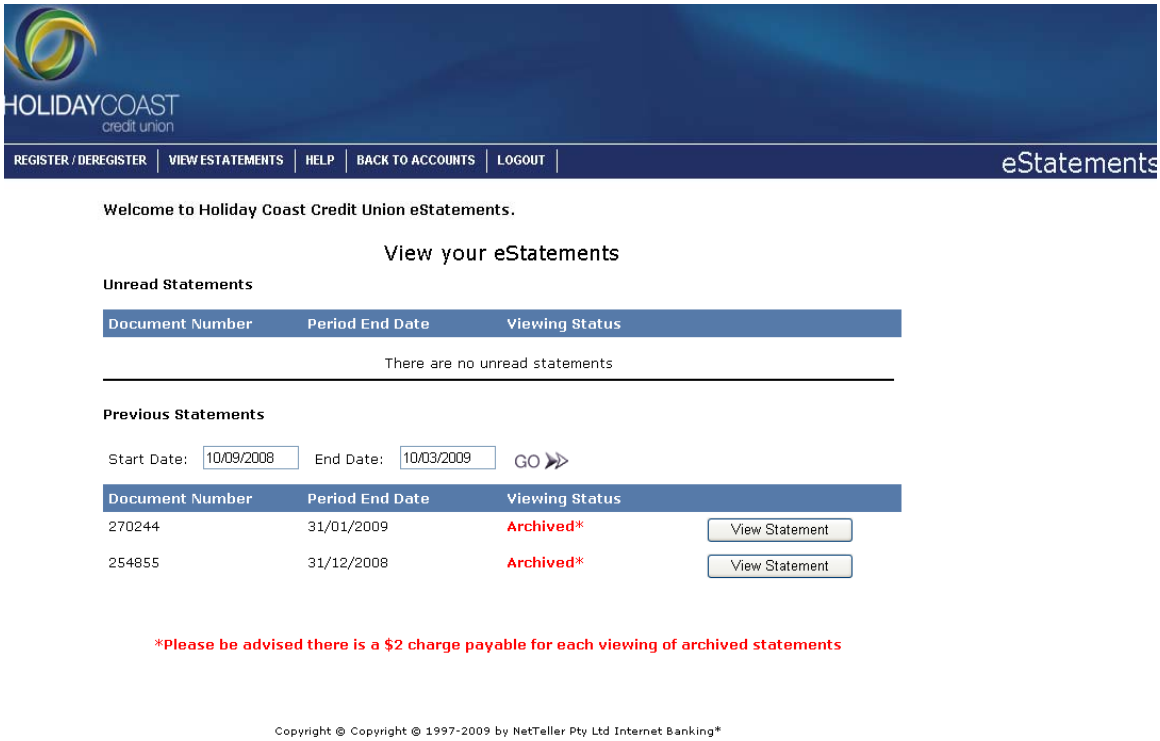
Archive statements are any statement older than 12 months. There is a $2 fee payable for each viewing of archived statements.

You can use the search filter to display archive statements.

Archive statements have a viewing status of ‘Archive’ which specifies a fee payable for viewing.

To view archive statements;

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. Use Search Filter to retrieve required statement date
4. Click on ‘View Statement’ button for the required document



5.4 Search Filter

On the ‘View your eStatements’ screen you can filter the statement periods you want to view by using the Search Filter.
The start and end dates can be entered in the following formats:

- dd/mm/yyyy
- dd/mmm/yyyy
- dd/mm/yy

To search for old statement;

1. Login to Internet Banking
2. Access eStatements (Refer Accessing eStatements section)
3. Enter Start & End date in Search Filter
4. Click ‘Go’ button to commence search
5. Click on ‘View Statement’ button for the required document

6 Notifications

When a new statement is available, you will receive notification in two ways;

- An email will be sent to your email address
- An alert will be posted on the Accounts & Balances page

6.1 Email

If for some reason you do not receive the email notification, you will still received an electronic statement. Simply login to Internet Banking & access eStatements.

6.2 Internet Banking Alert

An alert on the Accounts & Balances page in Internet Banking will remind you when you have a statement/s available for viewing.

You simply click on this alert and it will take you to the 'View your eStatements' screen where your current and previous statements will be available for viewing.

Once you have viewed all 'Unread' statements, this alert will no longer appear, until next time a new statement is available.

7 Billing

Fees payable for viewing ‘Archive’ statements will be posted at the end of each month. You will be charged for each viewing accordingly (Refer View/Archive statements for more information).

8 Help

For eStatement Help, please refer to the Help menu in the Quicklinks Menu Bar which will link to a full eStatement User Guide.

Otherwise please don’t hesitate to contact us at ubelong@hccu.com.au or phone on 1300 365 724 Mon – Fri 8:00am til 6:00pm.