

E-Statement Instructions

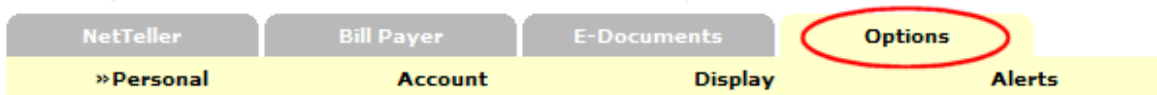
(Updated 9-17-09 smc)

When signing up for E-Statement notifications, we ask that you do the following to ensure proper delivery of emails for the initial enrollment and future statement notifications:

- ✓ Add info@citizenbank.com to your approved email address list.
- ✓ If you have a Spam Blocker program, add info@citizenbank.com to your approved recipient list.
- ✓ If you have a Pop-Up Blocker program, add www.citizenbank.com and cm.netteller.com to your approved list of websites that will allow pop-ups to work.

Signing up for E-Statement Notifications [required for all E-accounts]

1. Log into your NetTeller account.
2. Click on the “Options” tab. Verify the email address shown on this screen. If the email address is incorrect, enter the correct address in the spaces provided and click “Submit” on the bottom of the screen. If the email address is correct, proceed to step 3.



Modify Personal Settings ?

Current Email Address: info@citizenbank.com

Change Email Address:

Reenter New Email Address:

3. Click on the “E-Documents” tab.



4. Click on the check box next to “Select to activate eStatements” to add a check mark. (See below)
5. Click on the check boxes next to the accounts you would like to receive E-Statement notifications for. (See below) Currently enrolled accounts will show as “Confirmed” and will already have a check mark. **[NOTE: You must choose all accounts that are E-accounts. All other accounts are optional. We recommend choosing all accounts. If the account is listed under multiple NetTeller IDs, it only needs to be enrolled under one of them. Accounts enrolled under a different NetTeller ID will show as “Confirmed” and the check box will be shaded in.]**

- Below the accounts, you will see our *“Electronic Statement Disclosure.”* Once you finish reading the document, click the check box next to *“I agree to the terms and conditions”* just below the disclosure. (See below)
- Click *“Submit”* to submit your request for E-Statement notifications. It may take a minute for the screen to refresh. (See below)

E-Statement Settings
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Note: * is a required field

Select to activate eStatements: **Step 4**

Select the accounts for which you want to receive your statements electronically:

<input checked="" type="checkbox"/> PRIMARY CHECKING Step 5 <input checked="" type="checkbox"/> JOINT SAVINGS	<input checked="" type="checkbox"/> PRIMARY SAVINGS <input checked="" type="checkbox"/> JOINT CHECKING
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Confirm your email address:

Citizens Bank of Mukwonago
Electronic Statement Disclosure
(Effective 9-06-08)

This agreement authorizes Citizens Bank of Mukwonago to deliver your bank statement or bank notice for your deposit account to you, by electronic delivery. An electronic bank statement is called an "E-Statement" and an electronic bank notice is called an "E-Notice". Upon agreeing to this disclosure and successful testing of the electronic delivery method, you will then receive periodic electronic notifications that your statement and/or notice is available to you.

* I agree to the terms and conditions. **Step 6**

Step 7

- When the screen refreshes, you will see an *“Information Message”* at the top stating you have successfully requested electronic statement delivery for the accounts you selected. You will also see the checked accounts showing as *“Pending Confirmation.”* At this point, an email has been sent to the email address associated with your NetTeller account which you will need to complete the enrollment.

Information Message:

You have successfully requested electronic statement delivery for account 'PRIMARY CHECKING'.

You have successfully requested electronic statement delivery for account 'PRIMARY SAVINGS'.

You have successfully requested electronic statement delivery for account 'JOINT SAVINGS'.

You have successfully requested electronic statement delivery for account 'JOINT CHECKING'.

In order to begin receiving your statement(s) electronically, you must respond to the confirmation e-mail sent to the following e-mail address:
info@citizenbank.com

Statements will not be delivered electronically until you respond to the directions contained in this e-mail.

If the e-mail was sent to an incorrect e-mail address, please contact info@citizenbank.com for assistance.

E-Statement Settings
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Note: * is a required field

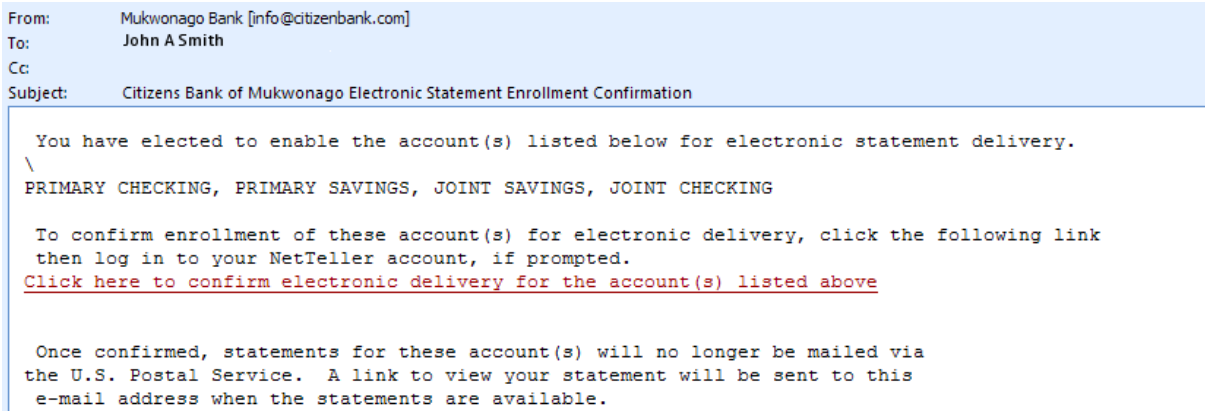
Select to activate eStatements:

Select the accounts for which you want to receive your statements electronically:

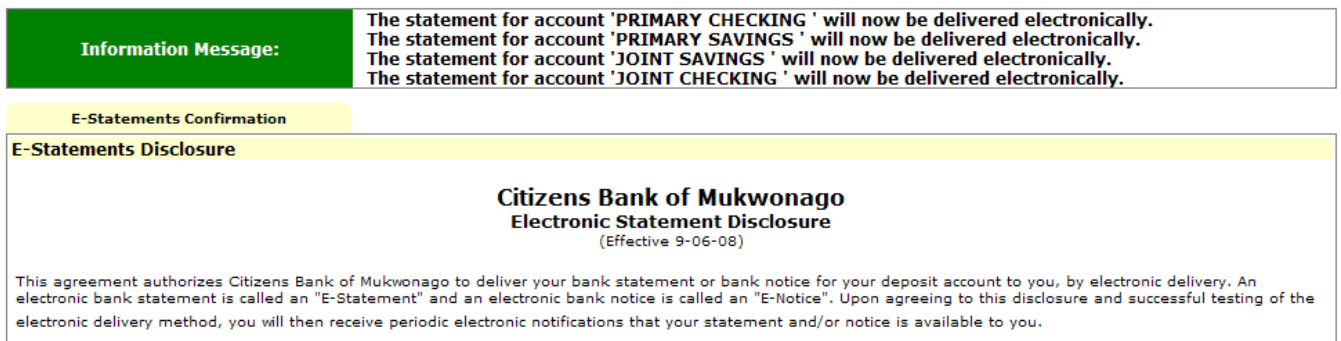
<input checked="" type="checkbox"/> PRIMARY CHECKING Pending Confirmation <input checked="" type="checkbox"/> JOINT SAVINGS Pending Confirmation	<input checked="" type="checkbox"/> PRIMARY SAVINGS Pending Confirmation <input checked="" type="checkbox"/> JOINT CHECKING Pending Confirmation
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- Log out of NetTeller using the *“Log Out”* link in the upper right corner of your browser window.

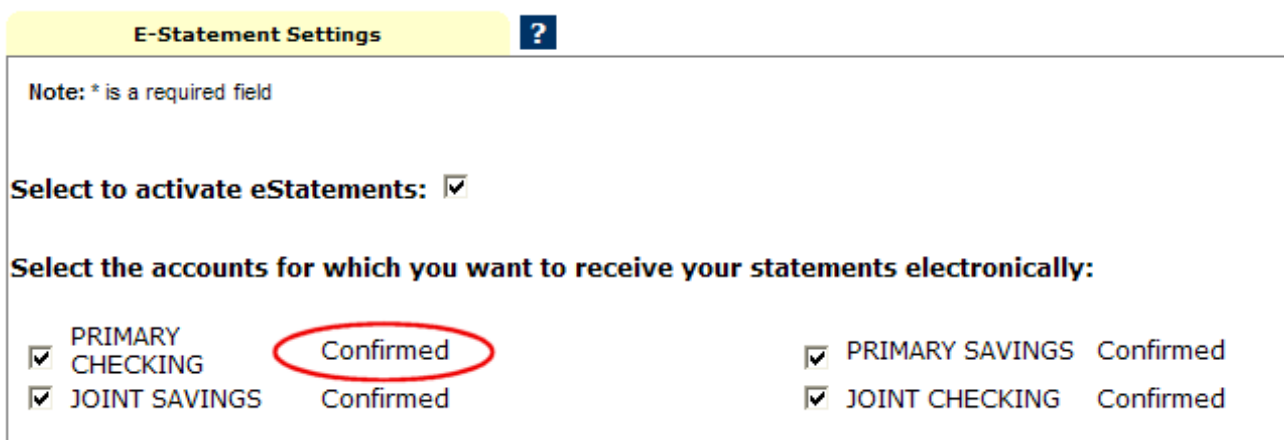
10. Within a couple minutes, an email will arrive to complete the enrollment. The email will look like this:



11. In the email, you will see a link “Click here to confirm electronic delivery for the account(s) listed above.” Click the link. A new browser window will appear showing the NetTeller sign on screen.
12. Sign into NetTeller using the newly created window. Once you have successfully logged into your account, you will see a new “Information Message” showing the statement for the chosen account(s) will now be delivered electronically. You will also see our “Electronic Statement Disclosure” again.



13. If you click the “E-Documents” tab again, you will see the selected accounts have changed from “Pending Confirmation” to “Confirmed.”



Retrieving your statements – Using the E-Statement Notification

1. When your statement is produced, you will receive an email indicating your statement is now available for viewing. The email contains a link you will need to click. Clicking the link creates a new browser window showing the NetTeller sign on screen.

You have a statement or a notice in your inbox.
Please login to your NetTeller Internet Banking account for more details.

[Click here to view your statement for PRIMARY CHECKING](#)

NOTE: Some web browsers do not open a new window when the above link is clicked. If you find that a new window did not open upon clicking the link, please check other browsers within your task bar.

2. Sign into NetTeller using the newly created window. You will see the following screen where you can choose to view or download your statement. Follow the on-screen instructions for viewing or downloading your statement. You have the option to print out your statement once you are viewing or have downloaded the statement.

September Statement for PRIMARY CHECKING ?

To download:

1. Right-click the link below.
2. Select **Save Target As...** from the menu.
3. Use the dialog box to save the file in the folder you wish.

To view:

1. Left-click on the link below.

[Statement for PRIMARY CHECKING in PDF format](#)

[Return to Statement List](#) [Important Disclosure Information](#)

3. Your statement disclosure can be viewed by clicking "*Important Disclosure Information.*" The disclosure also contains a link to an account reconciliation document to help you with balancing your account(s).
4. To view other statements, click the "*Return to Statement List*" button. The statement list screen shows your past 12 months of statements for that account. Use the dropdown to the right of the statement you want to view to select the format for viewing/downloading it. To choose a different account's statements, use the dropdown just above the monthly listing to see the 12 months of statements for the other account.

NOTE 1: If you have multiple accounts, they may be combined onto a single statement. **Each individual E-account still requires E-Statement enrollment, even if on a combined statement.**

NOTE 2: Statements are saved in NetTeller for 12 months. You can go into NetTeller at any time to view previous statements up to 12 months old. On the primary account listing screen, you can use the dropdown on the right side and choose "*Statements*" to bring you to the statement list screen for that account.