



INSTRUCTIONS  
FOR  
ENROLLING  
IN  
ELECTRONIC  
STATEMENT  
DELIVERY  
SYSTEM

## Steps to enroll for eStatement Account Delivery

If you have any questions or problems with these instructions, please call Citizens Bank's Customer Service at 419-625-4124 or 888-383-5133.

1. Do you have NetTeller ?

YES – continue to Step 2

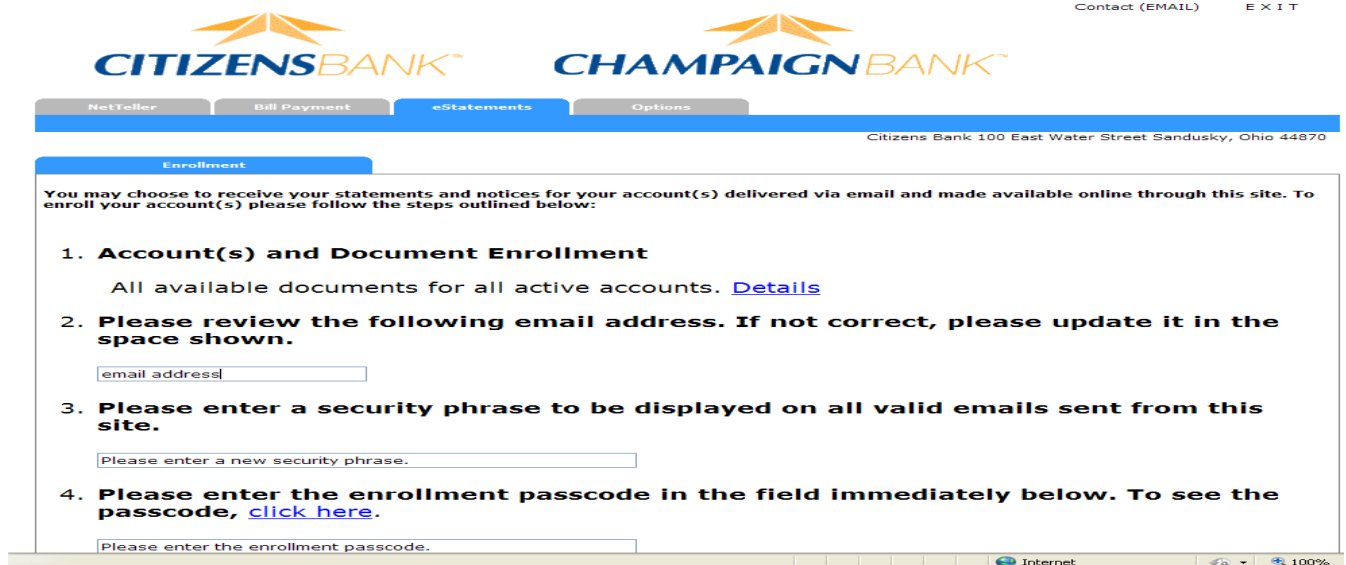
No – To get NetTeller you can obtain an application at any branch or go to our website [www.citizensbankco.com](http://www.citizensbankco.com) click on the PERSONAL BANKING tab and then on the NETTELLER item under the ONLINE BANKING SERVICES section and click on the link to download the application. Complete the application and return it to any branch, or fax it to the number at the bottom of the form.

2. Login to NetTeller. In the top menu line click on the eStatements option.

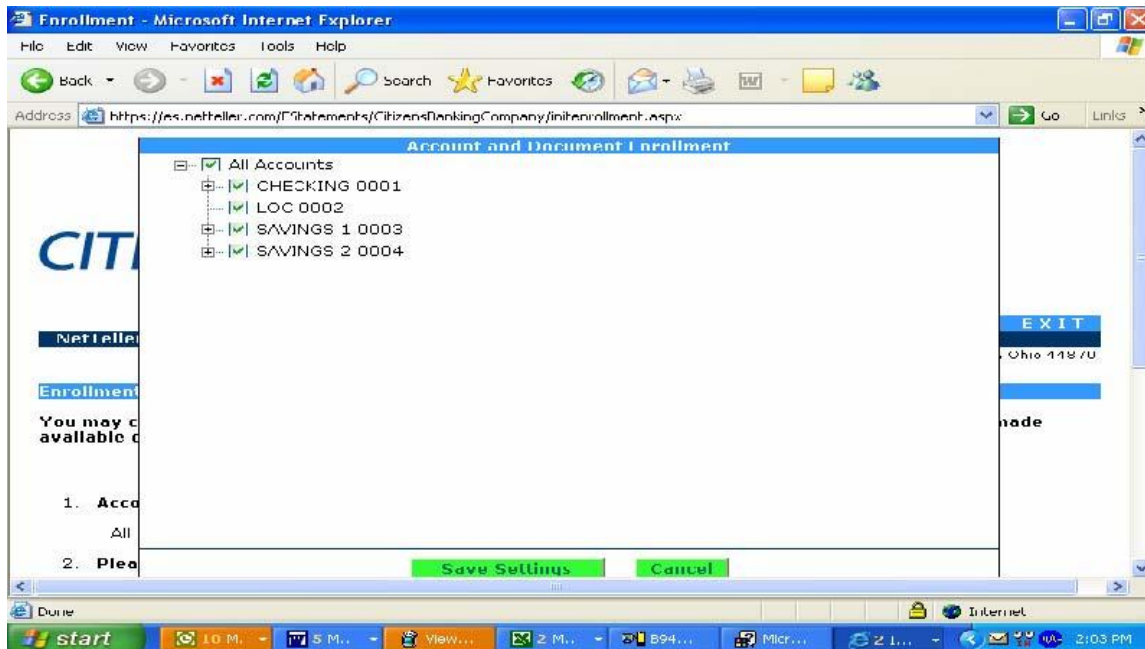


eStatements

3. The Enrollment page will appear.



4. (1.) Click on the highlighted *Details* item. By default all accounts tied to your NetTeller account are added to your eStatements enrollment. If you have other accounts under your NetTeller that you are not primary on, and you DO NOT **unselect** them in the Details option of the setup, that account will also be setup for eStatements. That means after you enroll, no other statement will be mailed to the address on the statement. (Example: If you are the second name on your child's checking account and he/she usually gets a paper statement, and you do not uncheck the box for that account, you will receive the statement by email and no paper statement will go to your child.)



5. (2.) Confirm that the email address is where you want to receive the statement notice.

6. (3.) Enter a security phrase. This phrase will be on any emails sent to you so that you will know that the email and any attachments are from the bank.

1. **Account(s) and Document Enrollment**  
All available documents for all active accounts. [Details](#)
2. **Please review the following email address. If not correct, please update it in the space shown.**
3. **Please enter a security phrase to be displayed on all valid emails sent from this site.**
4. **Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).**
5. 

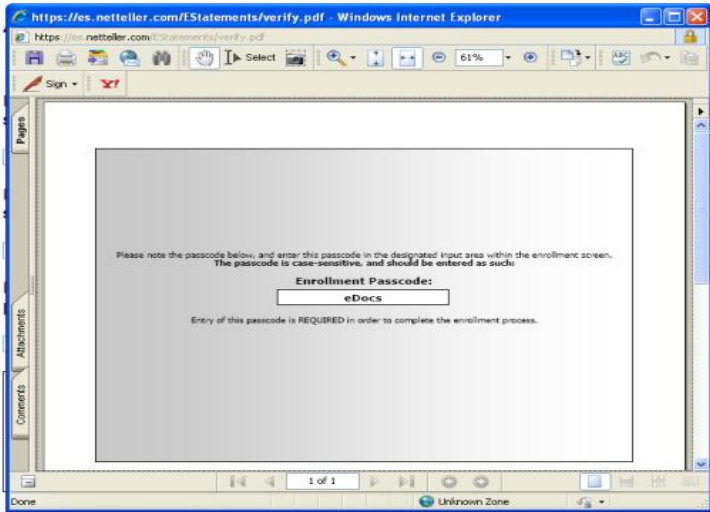
**Citizens Bank  
Electronic Statement(s)/Notice(s) Delivery  
Terms and Conditions**

This agreement is made between you and Citizens Bank and provides your request and consent to receive statements and notices for your demand deposit account(s) by electronic delivery. These electronic statements and notices are called "eDocs".

By enrolling for eDocs, you are electing to receive your statement by email. Once enrolled, you will only receive your statement by email. Although you are opting out from receiving your statement(s)/notice(s) by U.S. mail, you have the option to receive your statement(s)/notice(s) by U.S. mail. [Click here to see a sample document.](#)

I agree to the listed terms.

7. (4.) Click where it says "click here" to have a window pop up and give you the enrollment passcode. You need to enter the enrollment passcode in the box provided. To close this page click on the red X at the top right of the little pop up box.

1. 
2. **Please review the following email address. If not correct, please update it in the space shown.**
3. **Please enter a security phrase to be displayed on all valid emails sent from this site.**
4. **Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).**
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I agree to the listed terms.

8. (5.) Read the Electronic Statement(s)/Notice(s) Delivery Terms and click on the check box in front of the *I Agree* to accept the conditions and then click on the “Enroll Now” button to continue to the next step.

**1. Account(s) and Document Enrollment**  
All available documents for all active accounts. [Details](#)

**2. Please review the following email address. If not correct, please update it in the space shown.**

**3. Please enter a security phrase to be displayed on all valid emails sent from this site.**

**4. Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).**

**5.**

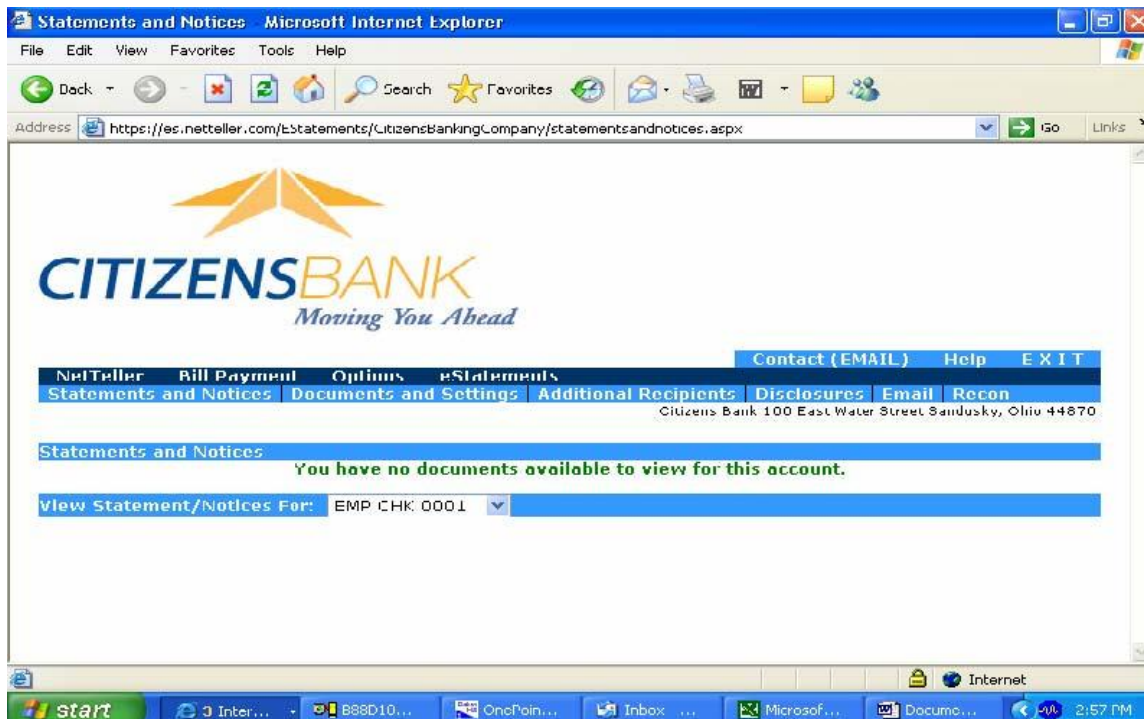
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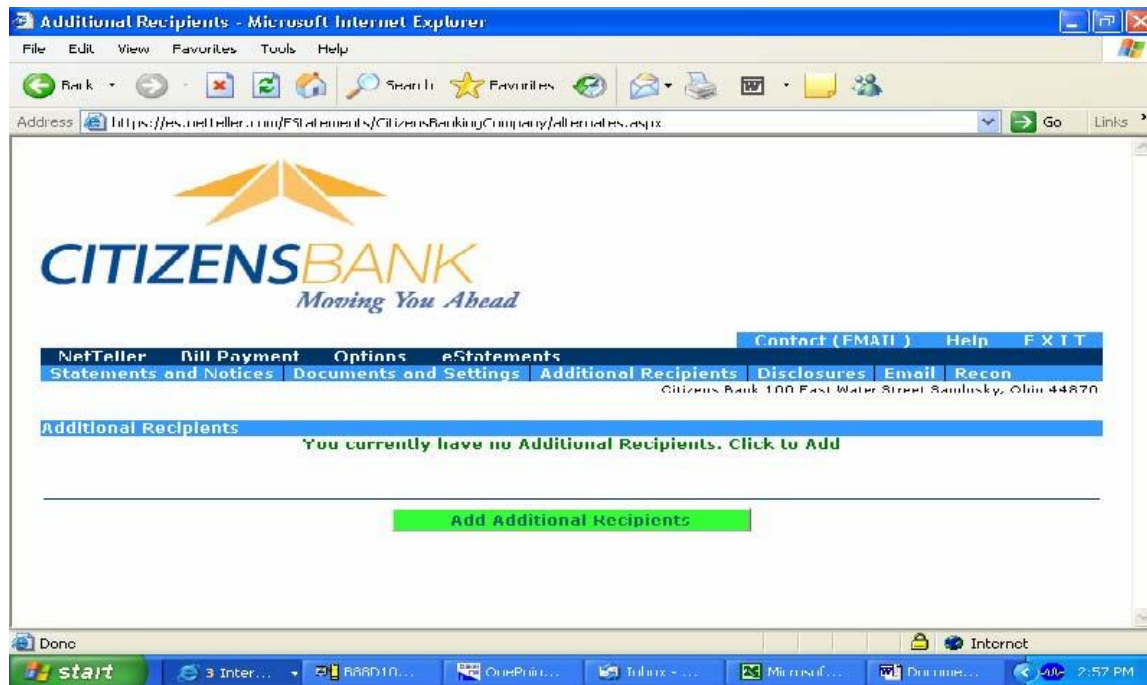
By enrolling for eDocs, you are electing to receive your statement by email. Once enrolled, you will only receive your statement by email. Although you are opting out from receiving your statement(s)/notice(s) by U.S. mail, you have the

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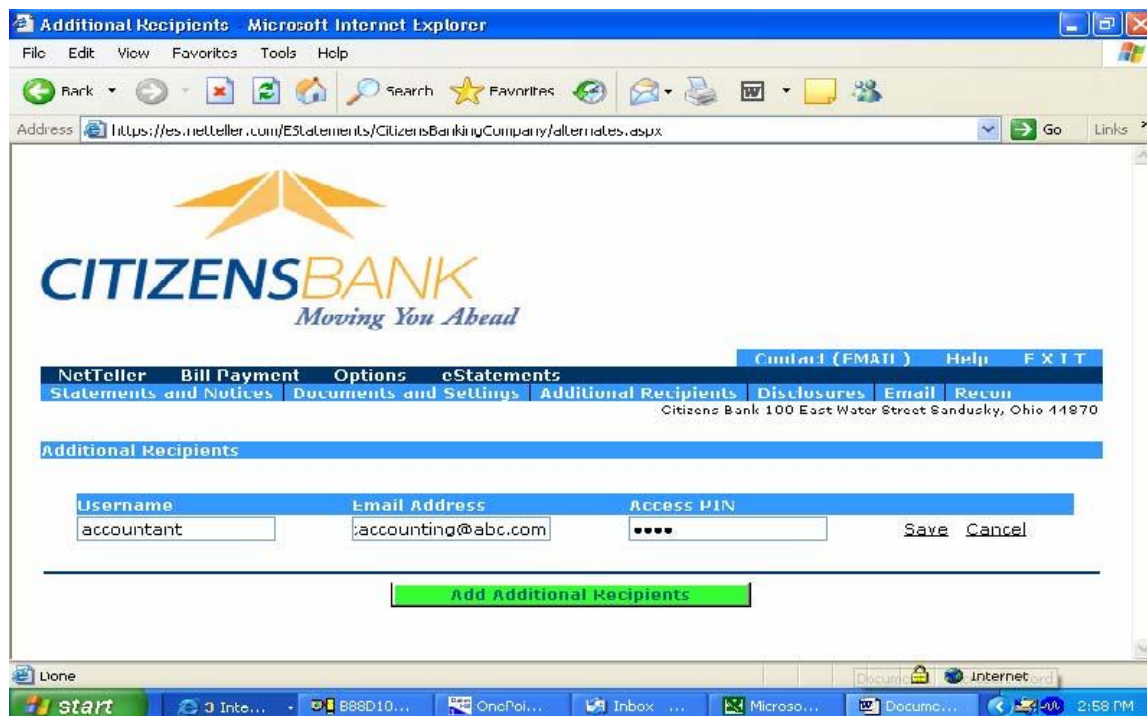
9. This will bring up the eStatements main page. You have now setup your statement to be delivered thru email.



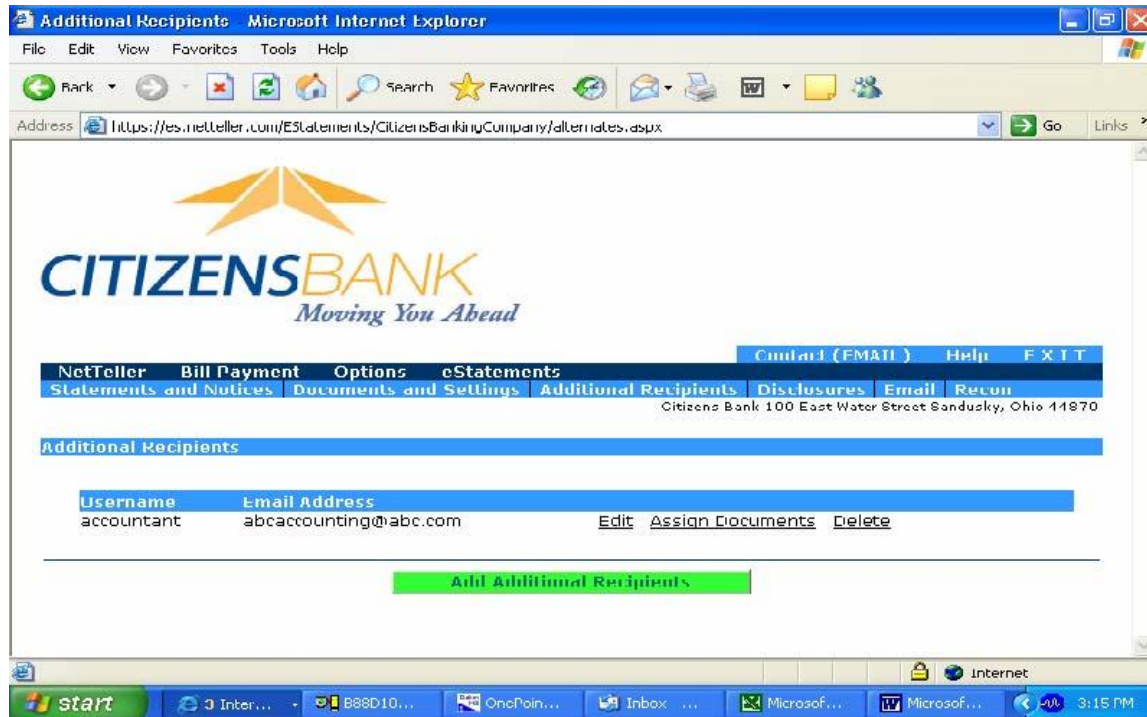
10. To add additional people or email addresses to receive a statement, click on the ADDITIONAL RECIPIENTS button then click on the ADD ADDITIONAL RECIPIENTS button.



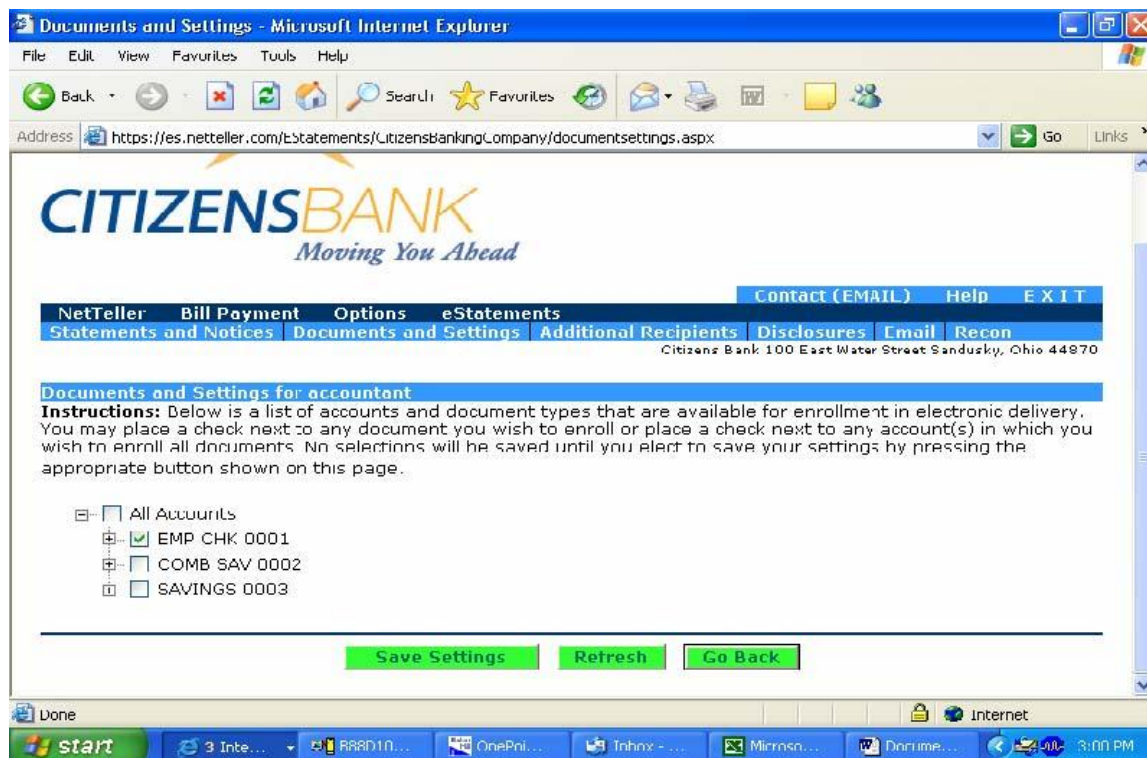
11. Fill in the USERNAME, EMAIL ADDRESS and ACCESS PIN for the additional recipient and click on the SAVE button. ( USERNAME can have letters and or numbers but no spaces or special characters.) Make sure you tell the person you are setting up to receive the statement the Username and password just as you entered it; it is case sensitive.



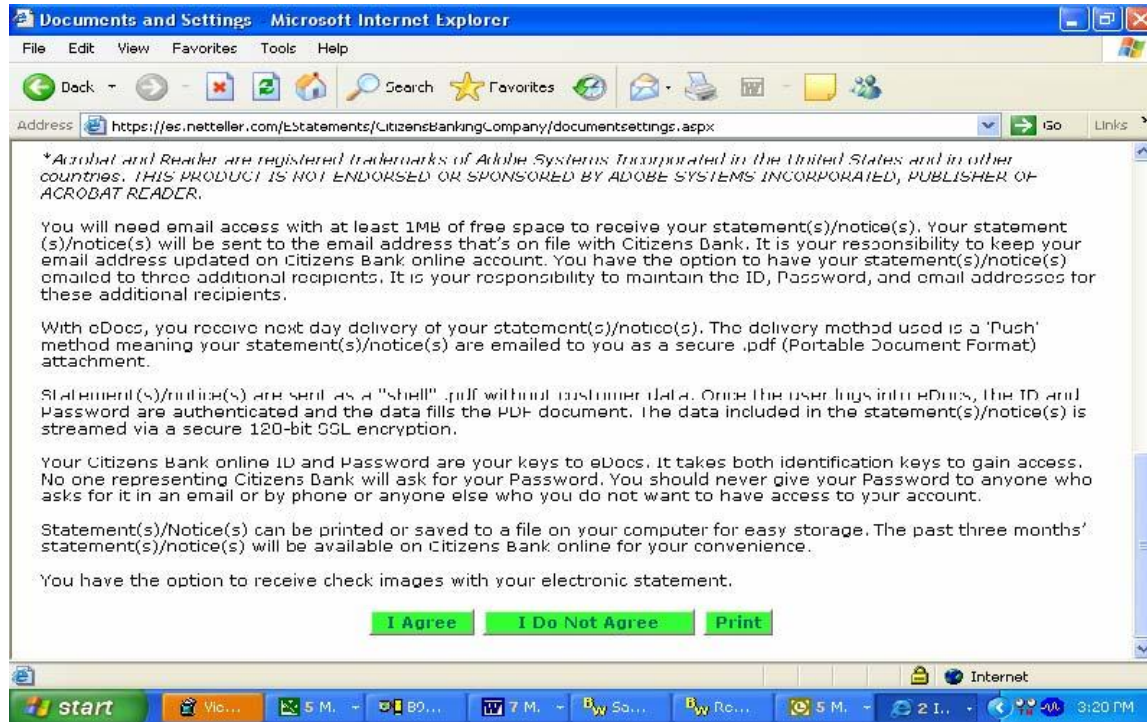
12. Once you click the SAVE button you will see the Additional Recipients screen. Next click on the *Assign Documents* item to select which statements go to this email address.



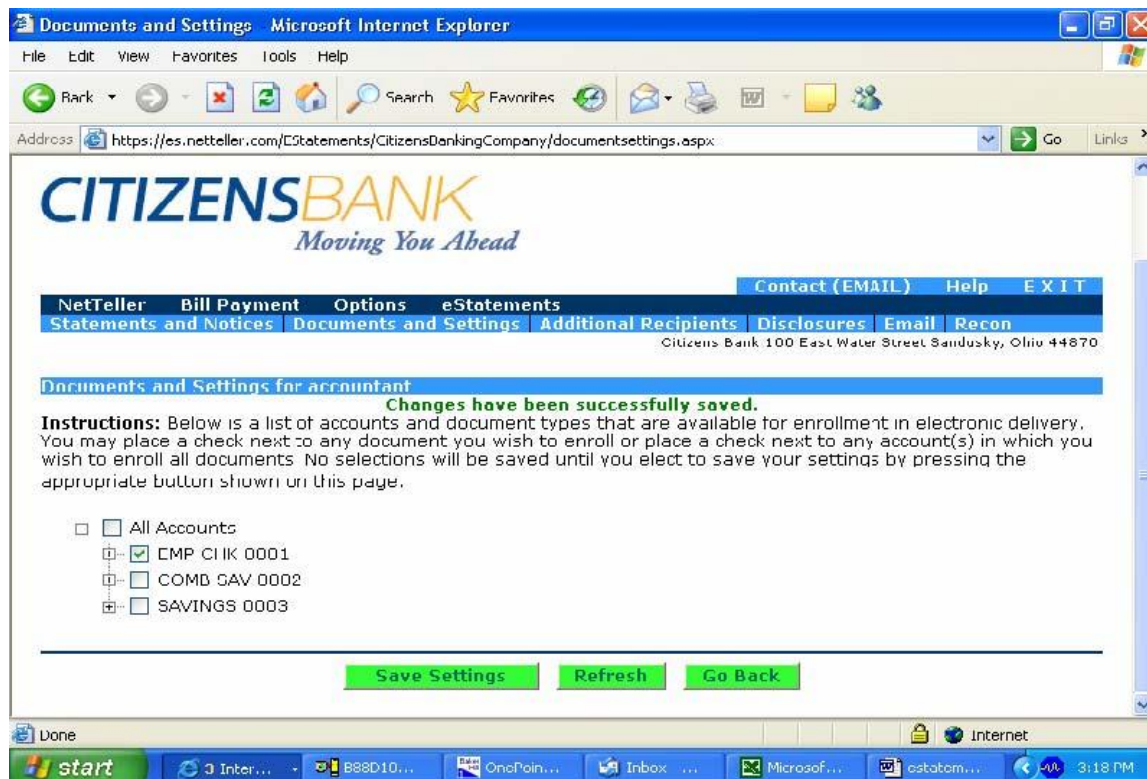
13. Check the boxes next to the statements that you wish to send to this email address and click on the SAVE SETTINGS button.

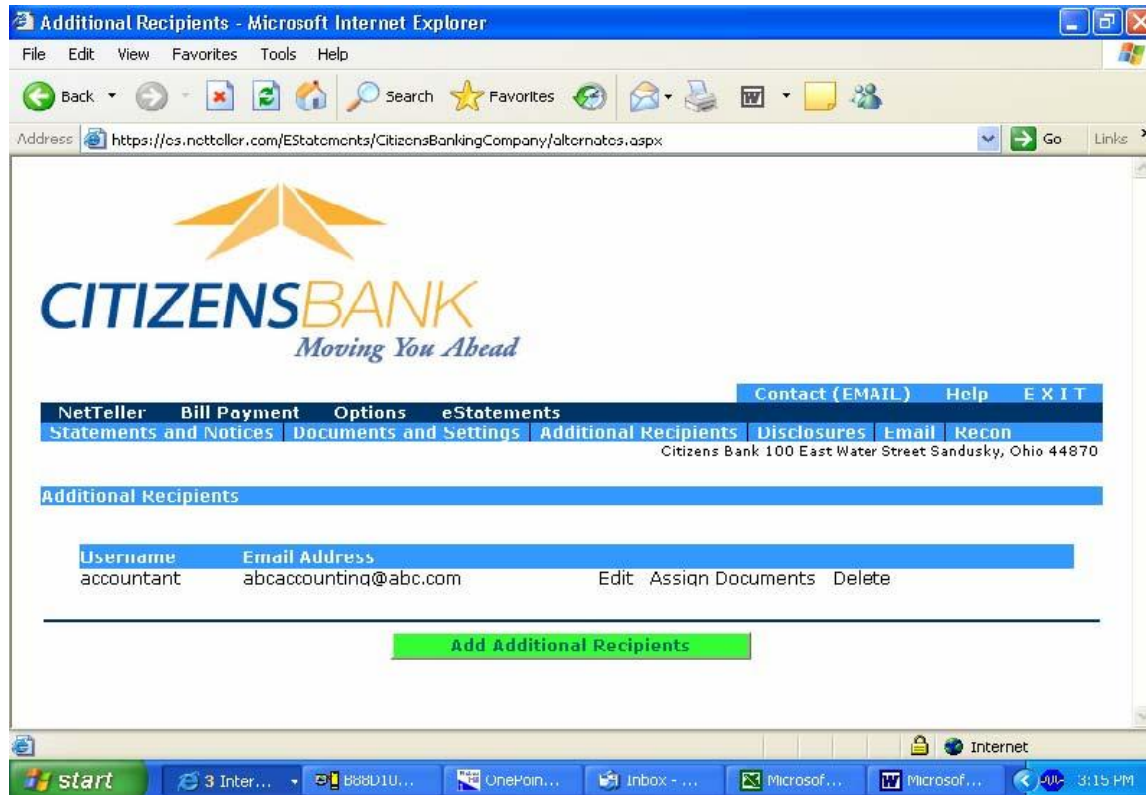


14. You will get the Terms and Conditions page. Click on the I AGREE button to accept and continue.



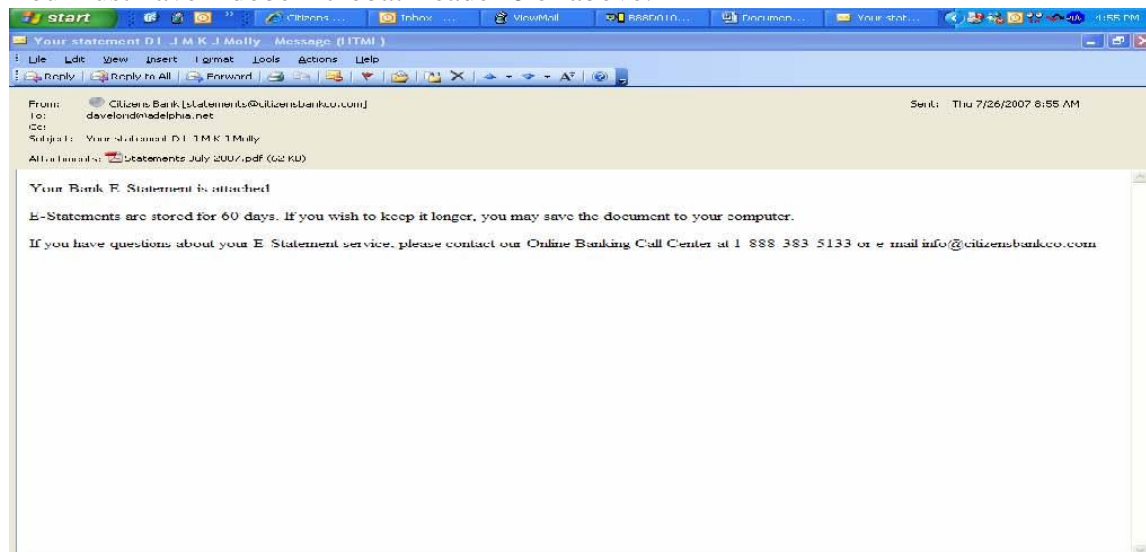
15. You will be returned to the *Documents and Settings for USERNAME* page and you should see the message : **Changes have been successfully saved.** You have now setup your additional person or email. To add another click on the *Additional Recipients* item in the menu or *EXIT* if you are done.





16. You will receive an email at the addresses listed that you have setup your account to receive an eStatement.

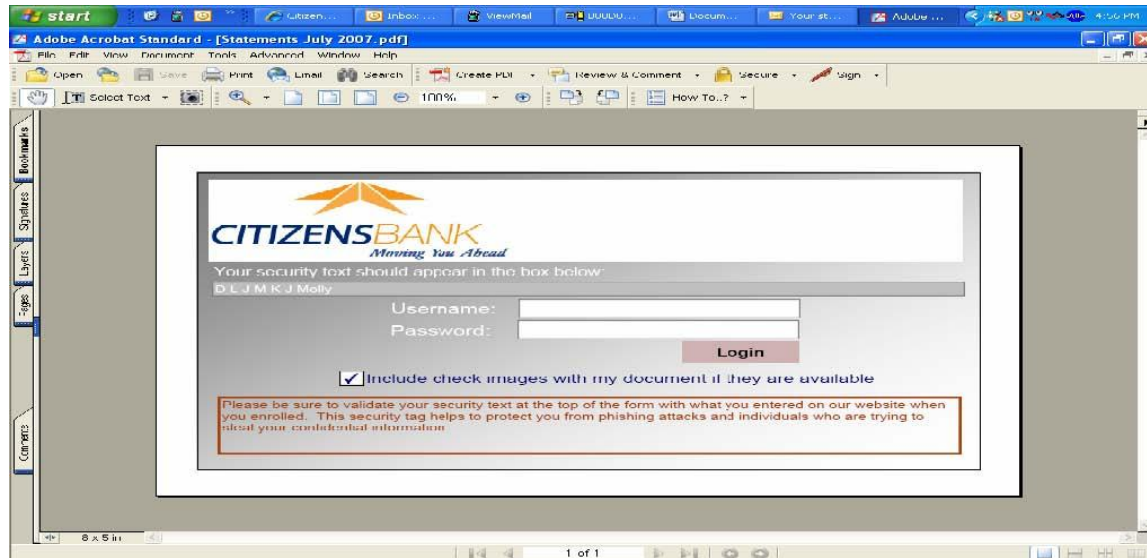
17. You will receive an email when your statement is ready for you to view. The subject line will read: Your Statement (your security phrase will be here). Click on the attachment to start Adobe Acrobat. You must have Adobe Acrobat Reader 6 or above.



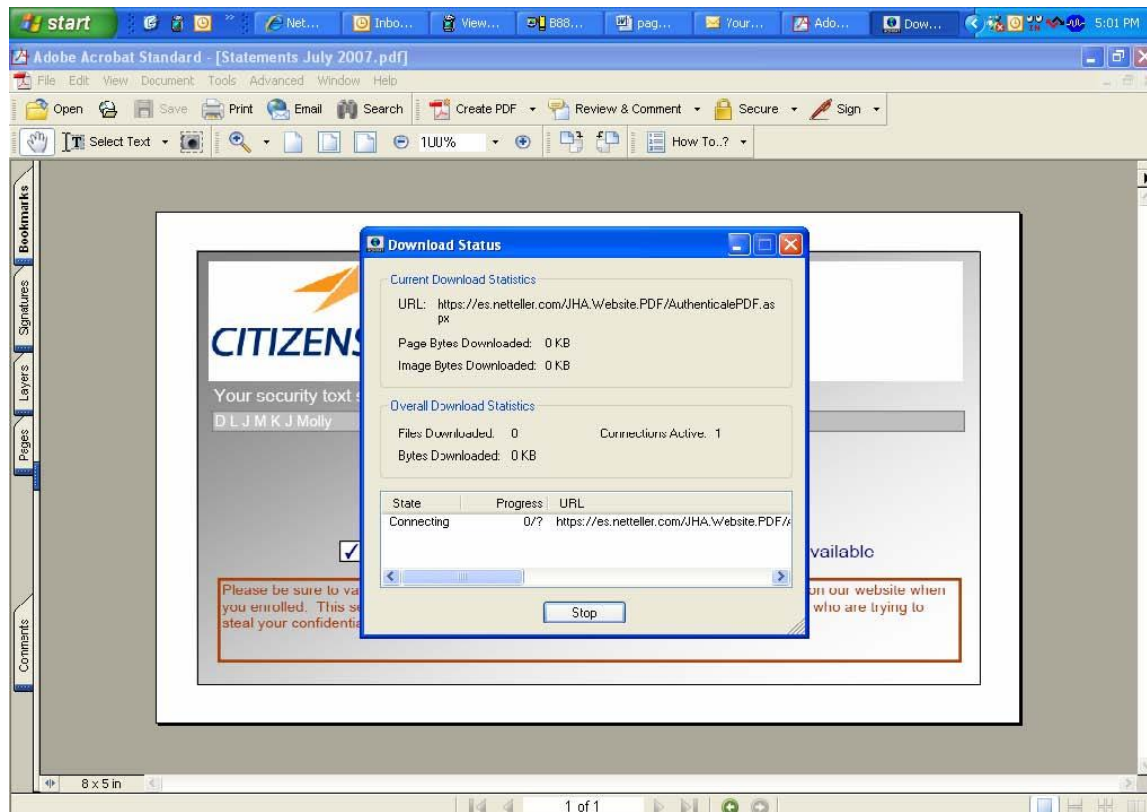
18. Adobe Acrobat will start up the following screen. Type in the User name and Password and click on the LOGIN button.

Username: Type in your NetTeller Internet Banking ID. If you created an alternate user to receive a statement they would input the username you created for them.

Password: Type in your NetTeller Internet Banking PIN. If you created an alternate user to receive a statement they would input the password you created for them.



19. A download box will pop up and your statement will be loaded in Adobe Acrobat.




start | ViewMail | Inbox - ... | Arlnhe ... | 883DU1... | Microso... | e-stmt ... | 10:06 AM

Adobe Acrobat Standard - [previewdoc[1].pdf]

File Edit View Document Tools Advanced Window Help

Open Save Print Email Search Create PDF Review & Comment Secure Sign

Select Text 100% Huw Tu..?



[Citizens Bank Home](#)   [Citizens Wealth Management](#)

Date 2/04/02 Page 1 of 5  
 Account Number 12345  
 Enclosures 23

JOHN Q PUBLIC  
 JANE A PUBLIC  
 23344 Any Street  
 AnyTown, NV 12345

SUMMARY OF ACCOUNTS			
Account Number	Account Title	Current Balance	Enclosures
12345	CHECKING ACCOUNT	5,510.93	5
654321	CHECKING ACCOUNT 2	1,567.79	18
6549874	SAVINGS ACCOUNT 1	107,393.58	

**CHECKING ACCOUNT**

TO REPORT A LOST OR STOLEN ATM/CHECKCARD  
 CALL 888-555-5555

CHECKING ACCOUNT	Number of Enclosures	15
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8.48 x 10.98 in | 1 of 2