



AUSWIDE BANK eSTATEMENT FAQ'S

What are eStatements?

eStatements are electronic statements that can be received and viewed online on Internet Banking and/or the Mobile App; rather than on paper via the mail. eStatements have the same look and information as a Paper Statement.

Do I need to be registered for Internet Banking to receive eStatements?

Yes, in order to receive and view eStatements you must be registered for Auswide Bank Internet Banking.

Can I receive both eStatements and Paper Statements for my account?

No, you cannot elect to receive both an eStatement and a Paper Statement. However, paper copies of statements already issued to you are available on request (a fee may apply).

Can I receive eStatements for only some of my accounts?

Yes, it is your choice which accounts you would like to receive eStatements for. It is preferred that you choose to receive eStatements on all of your eligible accounts. It should also be noted Auswide Bank may charge a fee for Paper Statements (please check your account Terms and Conditions for details).

Can I receive eStatements if I have a passbook?

No, if you have elected to operate a passbook (if that option is available on your account), eStatements are not available. You will need to contact us to cancel your passbook in order to receive eStatements.

How do I opt in to receive eStatements?

You can opt in to receive eStatements on Internet Banking by modifying your Statement Preferences.

Alternatively, you can visit your local Auswide Bank branch or call us on 1300 138 831 7am to 7pm Monday to Friday EST (excluding some Public Holidays).

Do I have to receive a statement on my account?

Yes, by law at least one accountholder or one person with authority to operate or authority to access on an account must receive either an eStatement or a Paper

Small things. Big difference.



Statement. You cannot elect not to receive a statement on an account at all (unless you revert to a passbook option if available on your account type).

How often will I receive my Auswide Bank eStatement?

The frequency of your statement will remain unchanged.

You can change the frequency at which you receive eStatements at any time on Internet Banking by modifying your Statement Preferences.

Alternatively, you can visit your local Auswide Bank branch or call us on 1300 138 831 7am to 7pm Monday to Friday EST (excluding some Public Holidays).

However, your minimum statement frequency cannot be less than the minimum frequency required by law for your account type. The minimum frequencies required by law are:

- Monthly: credit card accounts and continuing credit accounts (such as lines of credit)
- Six monthly: on-call deposit accounts (such as transaction & savings accounts) and loan accounts
- Annually: term deposit accounts

How do I know when my new eStatement is available to view?

You will receive an email notification to your registered email address when your eStatement is available in Internet Banking. You will need to log in to Internet Banking and/or the Mobile App to access your eStatement.

How do I update my email address?

You can update your email address on Internet Banking by updating your Personal Details in My Profile.

Alternatively, you can visit your local Auswide Bank branch or call us on 1300 138 831 7am to 7pm Monday to Friday EST (excluding some Public Holidays).

What information is contained in my email notification?

No personal information or links are contained within the email. Your eStatements and account information will remain within Internet Banking and/or the Mobile App.

How do I view my eStatement on Internet Banking?

Small things. Big difference.



You can view your eStatements on Internet Banking by clicking on the Statements drop down and then selecting View eStatements.

Can I access my history of eStatements?

eStatements are available for you to view any time via Internet Banking and/or the Mobile App for any statements issued after 1st January 2018. You will be able to access your statement history for up to 7 years after this date.

Will I be able to print my eStatement?

Yes, your eStatement will open as a PDF document, so you are able to print it if necessary.

Will I be able to save my eStatement?

Yes, you can save your eStatement as a PDF file on your computer.

What is the difference between an eStatement and Transaction History in Internet Banking?

An eStatement is an official statement, meaning that if you print an eStatement, it can serve as a legal document (e.g. proof of income). Transaction History is an unofficial listing of your most recent transactions.

Can I access eStatements on the Mobile App?

You will only be able to view your last six eStatements when using the Mobile App. To view more than the last six eStatements, you will be required to go to Internet Banking.

From the Mobile App you will be able to Share the eStatement e.g. send the PDF via email.

Additionally, on the Mobile App, you will not be able to modify any preferences, this will need to be done on Internet Banking.

Will my account information be kept safe and secure if I opt in to receive eStatements?

Yes, to access your eStatements you will need to log into Internet Banking and/or the Mobile App, which are safe and secure environments if you comply with the security obligations contained in our Terms and Conditions.

Can I opt out of receiving eStatements and how do I do this?

Small things. Big difference.



AUSWIDE
— B A N K —

Auswide Bank Ltd
ABN 40 087 652 060
Australian Financial Services &
Australian Credit Licence 239686

PO Box 1063
16-20 Barolin St,
Bundaberg QLD 4670

P 1300 138 831
F (07) 4152 3499
E auswide@auswidebank.com.au

You may opt out of eStatements and revert back to receiving Paper Statements at any time. Fees may apply if you switch back to Paper Statements.

You can opt out of receiving eStatements on Internet Banking by modifying your Statement Preferences.

Alternatively, you can visit your local Auswide Bank branch or call us on 1300 138 831 7am to 7pm Monday to Friday EST (excluding some Public Holidays).

Where can I access the Auswide Bank eStatement Terms & Conditions?

The Auswide Bank eStatement Terms & Conditions will be issued to you when you opt in to receive eStatements. Alternatively, the Auswide Bank eStatement Terms & Conditions can be accessed via our Auswide Bank Website>Resources>Terms & Conditions.

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