

## eStatement FAQ



**1. Do I need any special software to use the eStatement service?**

If you have Adobe Acrobat Reader on your computer, you're all set. If you do not have Adobe Acrobat Reader, you can [click here for your free download](#).

**2. Does it matter what browser I use to access the web site?**

We recommend Microsoft Internet Explorer versions 9, 10 or 11. We also recommend Firefox version 27 or higher, Chrome version 33 or higher, or Safari version 5 or higher.

**3. Do I have to be registered for Online Banking or Bill Payment services in order to register for eStatements?**

Yes, you must register for Abri's online banking to access your eStatements. To register simply go to Abri's home page at [www.abricu.com](http://www.abricu.com) and click "Enroll in online banking" from the login area.

**4. How can I register my account for eStatements?**

Registering is easy. For the primary account holder, click on the eStatement link in the Account tab of online banking. Then click on "View eStatement". If you aren't already registered you will click on the "Register" button. You will be asked to enter basic contact information, choose whether you'd like to also receive electronic notices and tax forms, and accept the terms and conditions.

**5. What if I am having trouble registering?**

Most registration errors are a result of formatting. First check to make sure that you have provided your information in the appropriate format specified for each field. Also make sure that you are providing the information for the primary account holder, not the secondary account holder, if you have two names on the account. If you still experience challenges registering, please contact Abri's member service department during regular business hours at 815-267-7700 or send us a secure message through Online Banking and we will respond to you on the next business day.

**6. How will I know when my registration has been completed?**

Once you've completed the registration process you will receive an email confirming your successful registration.

**7. How will I know when I can view my statement?**

You will receive an email notification whenever a new statement is available for viewing. You will be directed to access your statement by logging into Online Banking from the Abri website homepage and clicking on the eStatement link located on the Accounts tab.

**8. Can I print my statement out?**

You can print your statements, and you can also save them to your hard drive, diskette, or CD.

9. How long will my statement be available for viewing?

EStatements will generally remain available for viewing for 18 months after they have been posted.

10. What do I do if my email address changes?

You can provide your new email address for eStatement notification by selecting "Settings", and then choosing "Email Address".

11. I got an error message while trying to view an eStatement. It says "There was an error processing a page. A font contains a bad CMap/Encoding". What does this mean?

You are using an old version of Adobe Acrobat Reader, and need to upgrade to version 4 or higher. Adobe recommends that you first uninstall any older version of Acrobat Reader prior to installing the updated version. Once this has been done you should be able to view your eStatements with no problems. [Click here](#) to get the latest version.

12. What do I do if I'm having trouble viewing my statement?

Recent changes to your operating system software such as upgrades, downloads, and/or system enhancements can affect your PC's ability to connect with secure sites, including our eStatement site.

We recommend trying the following steps:

- Verify that you are current on all system updates.
- Un-install and re-install Adobe Acrobat Reader.  
<http://www.adobe.com/products/acrobat/readstep2.html>
- Ensure that you are using the most up to date version of your browser.
- Some pop-up blocker and firewall programs may prevent access to eStatements. If you utilize these types of applications, you may need to disable certain features of the programs in order to access your eStatements.

13. What if I want to opt out of electronic notices or tax forms but still keep my eStatement?

You can opt out of electronic notices and tax forms by going to the "Settings" option from the menu within your eStatement page. Select "Change Opt-In Preferences" in order to indicate your preferences of e-delivery or print delivery for the different document types. Click "Submit" at the bottom of the page to capture your changes.

14. What if I decide to choose a paper statement instead of eStatements?

If you choose to receive a paper statement while still maintaining your online banking account, you will be charged a \$3.00/month fee.