

Business Online Banking - Statement Service Frequently Asked Questions

Can I access my business deposit statements online?

Yes, with the **Statements** service available on both Eastern Business Banking™ and Eastern Treasury™ you can view, print or download electronic versions of your paper deposit statements online.

Is there a charge for the Statements service?

No, there is no charge to add the Statement service.

How do I enroll in the Statements service?

The Company Legal Administrator must complete the Statement Service Enrollment Form available at www.easternbank.com/clientcenter. You can email the enrollment form to the Business Service Team at bst@easternbank.com, visit a local branch or contact your relationship manager.

Which of my accounts are eligible for the Statement service?

All checking, money market, statement savings and/or certificate of deposit accounts that you access through Business Online banking are eligible.

Can I select which account I want to receive online statements for?

All accounts that you access through Business Online Banking will be converted to online statements.

Can I opt out of the Statement service once I have enrolled?

Yes, if you decide you no longer wish to access statements online, simply contact your account officer.

How long will my online statements be available?

Online statements are available starting from March 2009 to current month statement.

How will I know that an online statement is available to view?

Your company Legal Administrator will receive an email notification when the statement is available to be viewed.

Will I continue to receive a paper copy of my statement in the mail?

Once you enroll in the Statement Service, you will no longer receive a paper statement.

I have another copy of my statement being sent to a different address. Will a paper statement still go to that secondary address?

No. Once you enroll your account(s) in online statements, no paper copy is produced. You will have the ability to print a copy of the online statement and mail it to the secondary address.

What do I do if I need a paper copy of my statement?

Since your statement will be available online at anytime you can always print a copy. If you need a printed copy of a statement prior to March 2009, you may contact the Business Service Team 1-800-333-8000 to request a printed copy. There may be a charge so please refer to the Business Banking Fee Schedule for additional information.

Can I download or export a copy of my statement?

Yes, you can save a copy of your statement to your computer or export to a .zip file.

Are online Statements secure?

Yes, online statements are safer than paper statements since they cannot be lost or stolen. The statement can only be accessed by the individuals to whom you grant permission.

How long does this process take?

The service will be set up within two to four business days of receiving your request.

How do I view my online statement?

Log into Business Online Banking. From the Other Services widget, select Statements. A list of available statements will appear for you to view.