

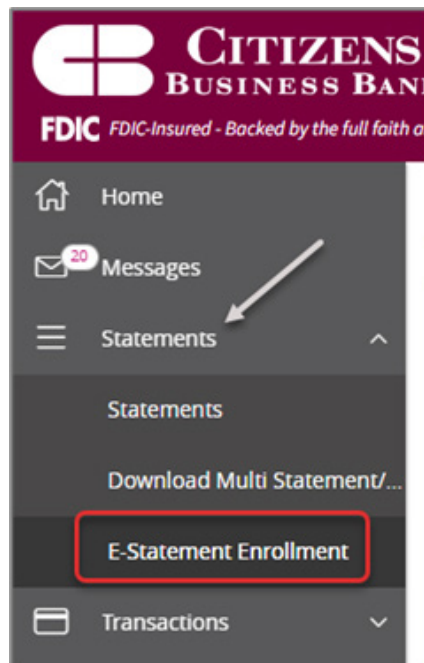
Your New Online Banking E-Statement Enrollment

Electronic statements are available automatically online when enrolling in Online Banking. **E-Statements** is a highly recommended service that mitigates the potential for mail fraud and check fraud by eliminating the delivery of paper statements. If you were previously enrolled in E-Statements with Heritage Bank of Commerce, that service was automatically converted to your Citizens Business Bank profile.

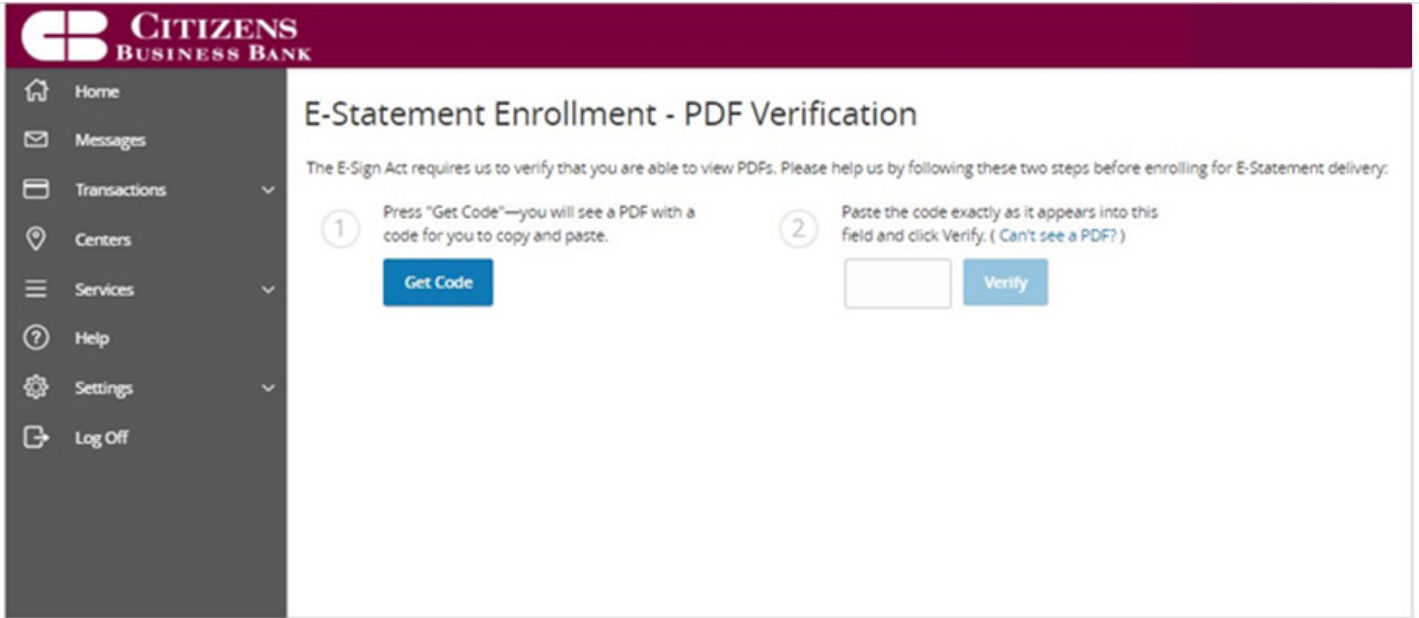
1. To enroll in E-Statements, you must verify that you can open a PDF document before proceeding.

Note: All Personal Online Banking users can enroll in E-Statements. For Business Online Banking, only the Company Admin can enroll in E-Statements.

2. From the left-hand main menu, click **Statements**, then select **E-Statement Enrollment**.



3. Complete E-Statement Enrollment – PDF Verification.
 - Generate a verification code by clicking **Get Code**
 - PDF document will automatically open or download with code
 - Locate the downloaded/opened PDF File
 - Close the PDF and return to PDF Verification
 - Type the verification code into the field and click **Verify**
 - A success message will display indicating PDF viewing capability is confirmed



4. After verification is complete, navigate back to the left-hand main menu, click **Statements**, then **Statements**.
5. To view and download a statement
 - Select an account in the **Select an Account** drop down menu.
 - Select a statement date in the **Statement of Account** drop down menu.
 - Select **View and print document** to view your statement or **Download document** to download.

