

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

You're all set to view statements if you have an up-to-date internet browser and Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can download it for free at adobe.com.

2. Does it matter what browser I use to access eStatements within Patelco Online™?

Any up-to-date browser should work – to see if your browser is compatible, use [this link](#).

3. How will I know once my eStatement registration has been completed?

Select the **ACCOUNTS** widget and then the **Statements & Documents** tab. Then select the **Settings** tab. If the buttons underneath **eStatements** are selected, you'll know that your registration is complete.

4. When will my eStatement be available to view?

Your eStatement will be available to view within 3 days from the cycle date. For checking and savings accounts, the cycle date is typically the last day of each month. For loan accounts, the cycle date varies. We'll always send you an email whenever a new eStatement is available for viewing.

5. Can I print my eStatements out?

Yes. While viewing the eStatement, print it using the print icon or save it using the arrow icon.

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

After being posted in Patelco Online™, eStatements will generally remain available for 5 years. If you need a statement that is older than, please send a secure message using the **MESSAGE CENTER** widget.

7. Where do I find my Patelco tax documents?

Log in to **Patelco Online™** and select the **ACCOUNTS** widget. Select the **Statements & Documents** tab, then select the **Tax Reports** tab in the middle of the page. From here, you can save or print your tax document(s).

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

Update your email address in Patelco Online™. Select your name in the upper right, then choose **Settings** and select the **Contact** tab. Edit or add your new email under the **Email Addresses** section.

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

It means your device is using an old version of Adobe Acrobat Reader that needs upgrading. Adobe recommends that you first uninstall any older version of Reader prior to installing the updated version. Find the newest version at adobe.com. Once this has been done, you should be able to view your eStatements.

10. What do I do if I'm having trouble viewing my eStatement?

Recent changes to your operating system or software such as upgrades, downloads, and/or system enhancements can affect your device's ability to connect with secure sites and view PDF documents, including our eStatement site. We recommend trying the following steps:

1. Verify that you are current on all system updates
2. Un-install Adobe Acrobat reader
3. Visit adobe.com to get the latest version of Adobe Acrobat reader
4. Ensure that you are using the most up-to-date version of your browser.

Some pop-up blocker and firewall programs may also prevent access to eStatements. If you use these types of applications, you may need to disable certain features of the programs to access your eStatements.

11. How do I download my statement information to Quicken?

Select the **ACCOUNTS** widget on the left, and then select the **Help** button in the upper right.

