

E-STATEMENT FAQ'S

1. How do I enroll in Renasant e-Statements?

- Renasant Business Internet Banking (BIB) comes with the ability to receive and view account statements online.
- Your Company Administrator will log in to Business Internet Banking:
 - Click **Reports > Statements and Documents**.
 - Click **View and Maintain Document Preferences**.
 - Select a **Delivery Preference** for each entitled account.
 - Click **Continue**.
 - Review the Service Agreement and click **I Agree** to accept.
 - Click **Save Preferences**.

2. Can I add e-Statements for my accounts that are not online?

- Yes, Renasant Treasury Solutions Support will assist you with adding additional accounts to your Business Internet Banking. You may reach them at 844-680-3739.
- Once accounts are added to Business Internet Banking, your company Administrator must enable the additional accounts for online viewing:
 - Click **Reports > Statements and Documents**.
 - Click **View and Maintain Document Preferences**.
 - Select a **Delivery Preference** for each entitled account.
 - Click **Continue**.
 - Review the Service Agreement and click **I Agree** to accept.
 - Click **Save Preferences**.

3. Are there fees associated with Renasant e-Statements?

- E-Statements are free of charge; however, there is a fee of \$3.00 per month, per account to receive paper statements.

4. Do e-Statements contain the same information as paper statements?

- Yes, your e-Statement will contain the same information in the same format as your paper statement and also include images of all posted checks and deposit tickets. E-Statements are accepted as official documents for tax and record keeping purposes. You have the option to view, print and save your statements for future reference.

5. What are the benefits of switching to e-Statements?

- E-Statements are available days before mailed statements.
- Allows you to reconcile your account statement quicker.
- Quick and easy access to previous statements.
- Reduces the risk of mail fraud and identity theft associated with paper statements.
- Receive notifications as soon as your statements are available.
- There are no fees associated with e-Statements.

6. How long are my Renasant account statements available online?

- Statement images are available for 18 months.

7. Do I have the option to switch back to paper statements or have both paper and e-Statements?

- Yes, you can change back to paper statements at any time. To change how you wish to receive your statements, access **Reports > Statements and Documents**. Click the **View and Maintain Document Preferences** link.
- You will have three **Delivery Preferences** to choose from within Business Internet Banking:
 1. Paper
 2. Online & Paper
 3. Online
- There will be a fee of \$3.00 per month, per account for paper statements. Delivery Preferences 1 and 2 will receive a monthly fee.

8. How will I know when my statement is ready to view?

- All entitled users will receive an email notification when your statement is available to view. There will also be an alert notification available on the Welcome screen notifying you of the available statement.

9. Are e-Statements as secure as paper statements?

- E-Statements are more secure than paper statements. You will access e-Statements using your secured account login credentials. By replacing paper statements with the online version, you also reduce your risk of mail theft and identify fraud.

10. What accounts are eligible for e-Statements?

- All business accounts are eligible for e-Statements.

11. Once I enroll in e-Statements, what statement months will I be able to view, print or save?

- Upon enrolling in e-Statements you have the option to view, print and save statements up to 18 months. You will begin receiving e-Statements once enrolled in the service.

12. Can I download my latest statements at one time?

- Yes, you can download the latest statement for a single account or select multiple statements at one time to download into a single zip file. Select the checkbox for the statements you wish to download in **Statements and Documents > Document Selection**.

13. How do I search for statements from a previous period?

- From **Statements and Documents**, under **View** select **Most recent documents for an account type** or **Documents for a specific account**. Select **Document Type** and **Continue**.
- Click **Search for older or specific documents** located above the most recent documents view.
- Select **Document Cycle Date** and click **Search**.
- You may then customize your search date up to 18 months in the past.

14. How long will it take for my selected statement preference to change?

- You will receive e-Statements beginning with your next statement cycle. If your statement delivery preference was updated to Online, your paper statements will no longer be mailed to you.

15 Who can I call for assistance with Renasant e-Statements?

- You may contact **Renasant Treasury Solutions Support** at **844-680-3739**, Monday through Friday, 7:00 AM CT/8:00 AM ET to 5:00 PM CT/6:00 PM ET.