



Accessing Your eStatement Has Changed

We're always looking for better ways to serve you! To provide a seamless experience that's secure, convenient and easy, electronic statements will now be accessible through our online banking platform, Prime Online.

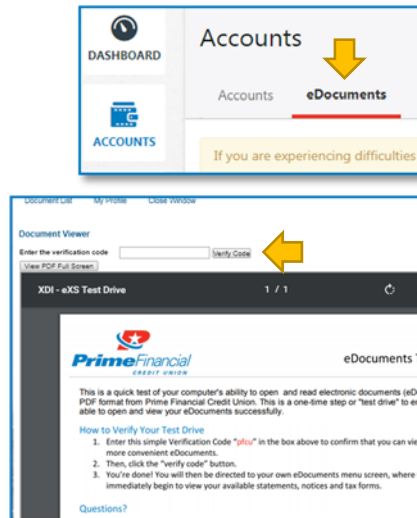
CURRENT ESTATEMENT USERS: Current eStatement users as of May 29, 2018 will continue to receive their statement electronically with an email notification.

FIRST TIME ESTATEMENT USERS: To enroll for eStatements, you must be registered to Prime Online.

- Go to primefinancialcu.org and click **Register**. You will need your Member Number and Social Security number to register. If you need assistance, give us a call at 414.486.4500 or visit the nearest branch location.

How to Enroll

- Log into *online banking* at primefinancialcu.org on your desktop.
- Click the **Accounts** widget, and then **eDocuments**.
- Set up **My Profile**.
 - NOTE:** Enter your email address, cell phone number or both to receive alerts when a statement or important notice is ready to be viewed.
- Review and follow the steps to complete the **Test Drive**. This will test your computer's ability to view PDFs.
- Begin to view your electronic statements and notices.



How to Switch to Electronic or Paper Services

- Go to the **My Profile** tab.
- Find **Document Delivery Preference** and click the drop down.
- Select **All By Paper, All By Electronic**, or specify by the document type.
- Click **Save**.

Frequently Asked Questions

What's changing with eStatements?

eStatements will now be available on the online banking platform, Online Banking. Electronic documents, eDocuments, has also expanded to include electronic notices and electronic tax forms in 2019.

What is eDocuments?

eDocuments refers to electronic statements, notices, tax forms and potentially other communications. eStatement users as of May 29 will be automatically enrolled into electronic notices.

Why choose electronic documents?

There are many reasons to choose paperless: reduce the mail you receive at home, minimize the chances of identity theft by stolen mail, it's a less costly, eco-friendly solution plus, it's FREE!

Where's my eDocuments on the mobile app, Prime Mobile?

Due to technical difficulties, eDocuments is not currently available on the mobile app. We understand the convenience of mobile and will be working on a responsive solution to deliver the documents via mobile devices.

How many months of documents will be available to me?

Generally, all documents will be available for 24 months; however for the initial conversion occurring on May 30, six (6) months of past statements will be available. If you need additional copies of statements, please contact us at 414.486.4500 or send a secure message through online banking.

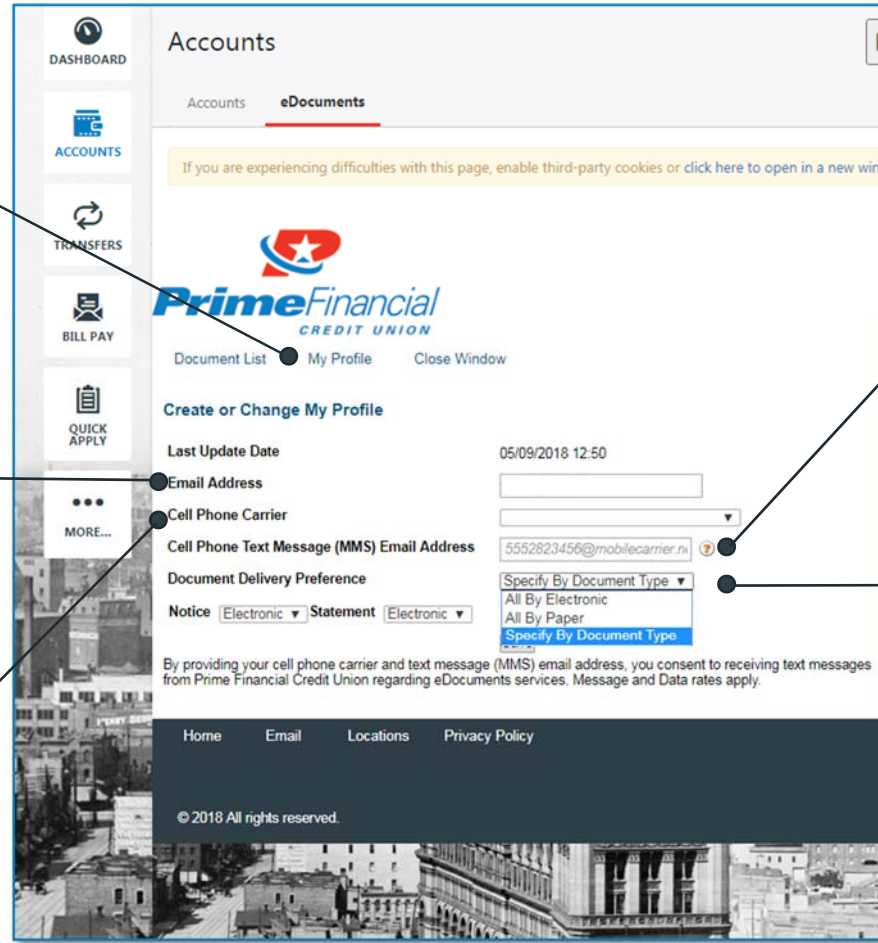


My Profile Quick Reference

MY PROFILE
Here you can change your contact preferences for electronic services at any time.

EMAIL ADDRESS
Enter the primary email address to receive email alerts when a statement or important notice is ready to be viewed.

CELL PHONE CARRIER
Choose your cell phone provider to receive text alerts when a statement or important notice is ready to be viewed. Most major providers will be listed.



CELL PHONE TEXT MESSAGE EMAIL ADDRESS
If your provider is listed in the drop down, enter your cell number including area code with no dashes.

DOCUMENT DELIVERY PREFERENCE
Click the drop down to choose delivery preference. Then, click *Save*.

NOTE: If the email address and cell phone fields are entered, you will receive both an email and text alert when a statement or important notice is ready to be viewed.



Document List Quick Reference

DOCUMENT LIST
The first tab is the Document List. All your electronic documents will be listed in this area under three separate sections.

NOTICES
Don't wait until your notice is mailed! Take action sooner by viewing your notices quicker and more securely.

STATEMENTS
Access your current and past statements conveniently all in one spot.

TAX FORMS
Electronic tax forms coming in 2019.

Notices
 Show 0 Archived Notices

| Date | Name | Status | Last Viewed | Will Be Deleted |
|----------------------|------|--------|-------------|-----------------|
| No Notices Available | | | | |

Statements
 Show 0 Archived Statements

| Date | Name | Status | Last Viewed | Will Be Deleted |
|------------|----------------------------|--------|-------------|-----------------|
| 05/29/2018 | How to Read Your Statement | Viewed | 05/29/2018 | 05/29/2020 |
| 04/30/2018 | Share Statement | Viewed | 05/24/2018 | 04/30/2020 |
| 03/31/2018 | Share Statement | Viewed | 05/29/2018 | 03/31/2020 |
| 02/28/2018 | Share Statement | New | | 02/29/2020 |
| 01/31/2018 | Share Statement | Viewed | 05/29/2018 | 02/01/2020 |

Documents 1 to 5 of 7 Show Next 5 Documents >>

Tax Forms
 Show 0 Archived Tax Forms

| Date | Name | Status | Last Viewed | Will Be Deleted |
|------------------------|------|--------|-------------|-----------------|
| No Tax Forms Available | | | | |

STATUS
Check for any new documents. After reading your document, status will change to "Viewed" or "Archived."

WILL BE DELETED
eDocuments will be stored for 24 months. For older statement copies, please contact us at 414.486.4500.

ARCHIVED
Click the check box to see all archived notices, statements and tax forms. To manually archive documents, see the Document Viewer guide.



Document Viewer Quick Reference

DOCUMENT VIEWER

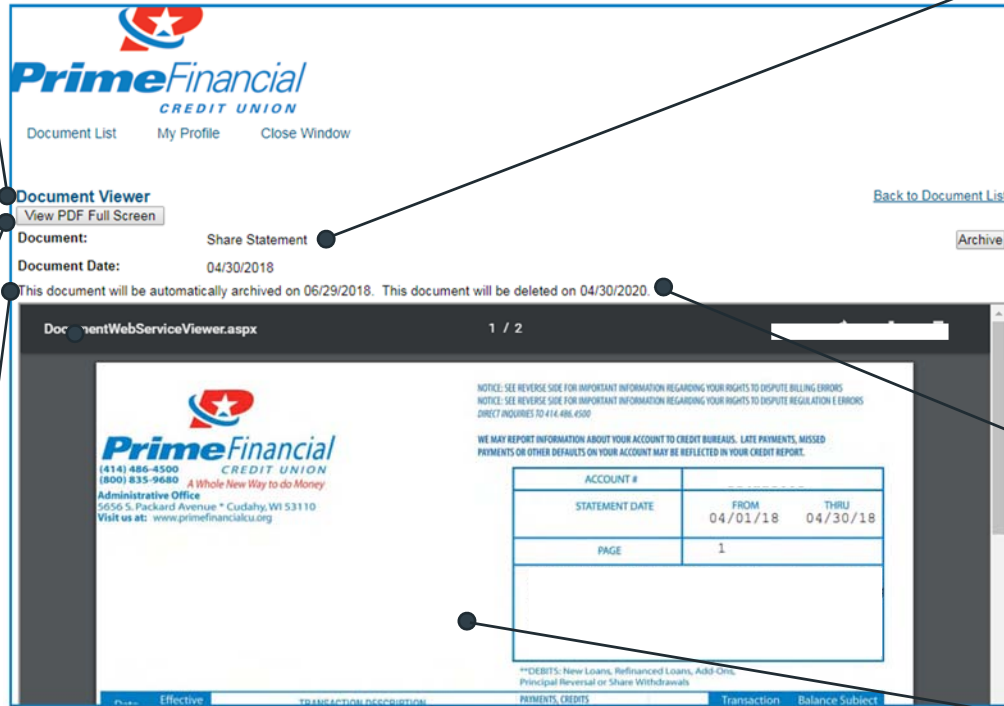
View your documents securely and safely in PDF format

VIEW PDF FULL SCREEN

Having trouble seeing your eDocument? Use the full screen mode.

AUTOMATIC ARCHIVE

If the document is reviewed, it will automatically archive after 60 days. "New" status documents will remain in your *Document List* until reviewed.



DOCUMENT TYPE

Ensure that you are viewing the correct document by looking at the document name and date.

ARCHIVE

Click the button to store your document. To see archived documents, go the *Document List*.

DELETION

eDocuments will be stored for 24 months. For older statement copies, please contact us at 414.486.4500.

PDF

Your statement or notice will appear as a PDF in full color, making it easier to view. Paper statements will print in black and white.

**Can't find the document you're looking for?
Give our Member Support Center a call at 414.486.4500 or visit one of our branch locations!**