

eStatement Terms and Conditions

The Shire ...Local Banking's internet banking eStatement service enables customers to view The Shire ...Local Banking account statements (eStatements) online, through the security of our internet banking system.

You can elect to receive eStatements rather than receiving paper statements sent to your postal address. Customers who currently receive a paper statement, and wish to receive eStatements will need to opt in to eStatements, meaning you will no longer receive paper statements in the post. When your eStatement is available you will receive a notification alert to your nominated email address.

The eStatements will be provided in a PDF format, which is exactly the same as your current paper statement, and can be viewed, saved or printed through internet banking. In addition to the eStatement, other marketing material and information that would normally accompany a paper statement may also be included as a PDF document or hyperlink in the eStatement portal.

Conditions of Use

1. Customers are required to be registered for internet banking.
2. Customers are required to have a PDF reader (Adobe Reader is available at <http://get.adobe.com/uk/reader/>) to view eStatements and any accompanying material online.
3. Customers must contact us to opt out of paper-based statements through any of our Branches, or by calling our Call Centre on 1300 784 388 or by changing statement settings through internet banking.
4. If you currently receive a paper statement for the accounts in your name, by nominating to use our eStatement service you acknowledge you will receive these statements electronically.
5. Customers should regularly check their email for a notification alert that their eStatement is available. Notifications may be issued outside of normal business hours.
6. If your email address is incorrect and your eStatement notification comes back as a return email, the eStatement will still be available for you to view via internet banking.
7. You can withdraw your consent to receive eStatements at any time, contact us to deactivate this service and revert to the receipt of paper statements, or modify your statement settings within internet banking.
8. If for any reason we are unable to provide an eStatement we may send you a paper statement to your nominated postal address.
9. When you start using our eStatement service you acknowledge that you have read, and accept the Terms and Conditions that apply to this service.
10. If you close your membership your final statement will be provided in paper form.
11. The Shire ...Local Banking will by default provide you with an account statement for each Linked Account at least every three (3) months.
12. To change the statement frequency you will be required to contact us in-Branch or via our Contact Centre on 1300 784 388 as this service is not available online.
13. You agree to regularly check your eStatements to establish if there are any error/s, discrepancies, or unauthorised transactions and shall notify The Shire ...Local Banking immediately by sending an email via internet banking secure email system or calling The Shire ...Local Banking's Contact Centre on 1300 784 388.