

## Statement FAQ

Q. When will I stop receiving my paper statement?

A. Last paper statement will be the March statement ending March 31<sup>st</sup>, 2015, received in April 2015.

Q. Can I continue to receive paper statements?

A. Yes you can ask to continue to receive a paper statement and there will be no charge for 2015.

Q. What if I don't have a computer?

A. You can request that we continue to send you paper statements and there will be no charge for 2015, online banking platform has a smartphone app you can get back items and you can access AWCCU and get 18 months on the site. There are also computer stations in-branch for your use to access your statements.

Q. How will I access my new electronic statement?

A. The new statements will be delivered through you online banking (Member Direct).

Q. How far back will I be able to go on my electronic statement?

A. Online history is 18 months, PDF for online statements is 24 months.

Q. Why are you stopping paper statements?

A. For two reason; being GREEN a more environmentally friendly company by reducing paper consumption and a cost savings.

Q. How are business account who get cheques back affected?

A. Business accounts will remain as they are today.

January 2015