

## **E-Statements**

With electronic statements, you can view your statements from anywhere.

Enroll Here: <https://estatemnts.goldleaf.com/logon.aspx?AccountID=32>

## **Frequently Asked Questions**

### **Q. What kind of computer and software program is needed to view Citizens State Bank's E-Statements?**

A. You will not need special computer configurations or a software package to access your E-Statements. You will need a computer with a modem, internet access, and an Internet Web Browser that supports 128-bit encryption. You will also need to have a secure internet web browser such as Microsoft Internet Explorer 5.0 or higher. If your computer operates with Microsoft Windows 95 or higher or Apple Macintosh 7.0 or higher, you will be able to access your E-Statement through our Citizens24 Internet Banking.

### **Q. What does it cost to have E-Statements?**

A. To improve the quality of the environment we live in, Citizens State Bank will not charge a fee to have this added service. We believe in the "go green" effort and the reduction of paper waste, and we encourage our customers to "go green" as well.

### **Q. Can I view my E-Statement immediately after signing up?**

A. Access to E-Statements will be set up within two or three days following the completion of the online enrollment form. We recommend you sign up two or three days before your normal statement cycle ends to receive your next statement electronically. You will be notified by email alerting you when your statements are available. It is your responsibility to access the statement. Statement archiving begins with the next statement following enrollment.

### **Q. Are my E-Statements safe to view?**

A. Your information is protected with 128-bit encryption. Adobe Acrobat Reader 7.0 or higher is recommended to view the statement.

**Q. How do I view my E-Statement?**

A. First you must be signed up to receive E-Statements and also signed up for Citizens 24 Internet Banking. You will log into Citizens 24 Internet Banking and click on "Online Services." Once you have clicked on "Online Services" scroll down until you see Citizens 24 Online Statements. Select the account you are wishing to view and click enter. This will take you to our trusted Goldleaf site. From this site, you will view your statement. If you currently receive a combined statement from Citizens State Bank, the E-Statement you will view will also be combined.

**Q. How can I access my E-Statement?**

A. If you use Citizens24: Log into your Citizens24 Internet Banking account and click on "Online Services". In the middle of the screen, click on the box that reads "Enter". This will connect you to our secured electronic statement website. Find the account and the statement you want to view and click the "Download" box. This will download your account statement.

\*Hint: If you have more than one account with Citizens State Bank, you may need to scroll down on the E-Statement page.

If you use Citizens Biz: Go to [www.citizensstatebank.us](http://www.citizensstatebank.us). In the middle of the page you will see a red box that reads "E-Statements". Click on the CitizensBiz E-Statement Login. Your UserName and Password should have been emailed to you.

If you just have E-Statements: Go to [www.citizensstatebank.us](http://www.citizensstatebank.us). In the middle of the page you will see a red box that reads "E-Statements". Click on the Consumer & Small Business E-Statement Login. Your UserName and Password should have been emailed to you.

**Q. How do I sign up?**

A. You may apply online or stop into your local branch for an E-Statement application.

**Q. What if I forget my User Name and/or Password?**

A. If you forget your User Name or Password, you may contact Citizens State Bank Operations Department at (608) 785-2265 during regular business hours or send us an email through our secured e-mail site at [service@citizensstatebank.us](mailto:service@citizensstatebank.us). After confirming your identity, we will be happy to assist you. Just a reminder, Citizens State Bank will **never** ask you for your internet banking password to confirm your identity or to access your banking information.

**Q. How do I change my User Name and/or password?**

A. To change your User Name or password, you may contact Citizens State Bank Operations Department at (608) 785-2265 during regular business hours or send us an email through our secured e-mail site at [service@citizensstatebank.us](mailto:service@citizensstatebank.us). After confirming your identity, we will be happy to assist you. Just a reminder, Citizens State Bank will **never** ask you for your internet banking password to confirm your identity or to access your banking information.