

## **FAQ's**

### **What is e-Mail Services?**

e-Mail Services is a service for our members that lets you subscribe to electronic delivery of most credit union notifications such as eStatements, credit union correspondence, and account alerts.

### **What are the benefits of using e-Mail Services?**

e-Mail notifications are securely delivered electronically which replaces postal mail items that may be subject to theft and subsequent identity theft.

e-Mail notifications also eliminates paper contributing to an eco-friendly Go Green environment and less paper clutter in your home.

e-Mail notifications are speedy! Receive instant account notifications and alerts instead of waiting for postal mail. If you travel, this is a valuable service while away from home.

### **How can I subscribe to e-Mail Services?**

We auto-enroll everyone with a valid email address on our system and you can select your preferences via Net Access home banking or by contacting us.

### **What if I don't want to be enrolled in e-Mail Services?**

No problem! If you do not want to participate, either contact our office or log into Net Access and unsubscribe.

### **What if I previously unsubscribed but now wish to participate in e-Mail Services?**

Log into New Access home banking and re-enroll. Go to Access Accounts tab, then e-Notifications tab. The enrollment process is user-friendly. If you find you need help, please contact us.