

eStatement FAQs

What is an eStatement and how do I sign up?

An eStatement is the electronic delivery of your statement, replacing the statement that is currently provided to you via U.S. Postal Service.

Once you are signed up for eStatement, you will no longer receive a paper statement in the mail. To begin retrieving your statements online, just log into your South Georgia Banking Company Digital Banking, select Documents, choose which accounts you would like to enroll, read, and agree to the eStatement Terms and Conditions. You do have to be a South Georgia Banking Company Digital Banking Customer to receive eStatements. If you are not currently banking online, please visit www.sgbconline.com and select Login to enroll for our Digital Banking, then follow the instructions. Business customers must come into a South Georgia Banking Company branch to enroll.

What are the benefits of receiving an eStatement?

- It's free.
- Ability to print and/or save to your computer or disk. (Please use safe computing practices when storing any personal information on your PC or removable media. South Georgia Banking Company will not be responsible or liable for the loss or theft of any files that you choose to save or store on a PC or removable media.)
- Can access up to 24 months of eStatement history. (After you enroll for eStatement you will be able to view your next statement online and that will start building your statement history. Up to 24 months of past eStatements are retained.)
- Added security - with eStatements you avoid mail fraud and mail theft.
- View your eStatement anytime it's convenient for you.
- eStatements are received on the same day they are prepared, no waiting for the mail to arrive.

Will my eStatement look the same as the statement in the mail?

Yes, and it will include all of the same information including your check images.

What are the minimum system requirements for my desktop computer?

You must have access to view PDF's. This product is best viewed using Win 10 Browsers: Fx 61, Chrome 68 | Mac OS X 10.3.5 Browsers: Safari 11, Fx 61, Chrome 68. It is necessary to have Adobe Reader 5.0 or above installed on your PC to view the eStatement. A free copy of Adobe Reader may be obtained from the Adobe website at www.adobe.com

How will I be notified that my eStatement is ready to be viewed?

We will send you a notification by email. Please make sure that we have your correct email address by logging into your South Georgia Banking Company Digital Banking and selecting Manage Profile. If your email address is incorrect you may update it by clicking on current email under Manage Profile.

Can I get my eStatement emailed to me instead?

No, your eStatement cannot be emailed to you. Email is not a secure way to send your eStatements.

TIFTON | CORDELE | ASHBURN | OMEGA | MOULTRIE | VIENNA | SYLVESTER



sgbconline.com
MEMBER FDIC  EQUAL HOUSING LENDER

What if my email address changes?

You are responsible for notifying us of any email address change. You may update your email information through South Georgia Banking Company Digital Banking by clicking on the current email under Manage profile.

Can I continue receiving eStatements but cancel the email that notifies me that my eStatement is ready to be viewed?

No. The email is sent for your security and protection.

Will my eStatement be on South Georgia Banking Company Digital Banking if for some reason I don't receive my email notification?

Yes, your eStatement and email notification are independent of one another. If you do not receive your email notification, your eStatement will still be on South Georgia Banking Company Digital Banking for you to access. If you don't receive your email notification you will need to first verify that your email address is correct and make sure that you have South Georgia Banking Company added to your trusted sender's list. Contact us at 888-782-4211 for further assistance if needed.

Can I have my eStatement email notification sent to more than one email address?

Yes, we can send your eStatement notification to more than one email address. If an additional email address needs to be added, you may do that through your South Georgia Banking Company Digital Banking account by selecting Add Additional Email under Manage Profile or by contacting the Digital Banking department at 888-782-4211

Will joint account holders be able to view the eStatement?

Yes, as long as they have access to log into South Georgia Banking Company Digital Banking.

Is my eStatement secure?

Yes. Security of your information is a priority. Your eStatement is protected by 128-bit encryption and is only accessible by logging into South Georgia Banking Company Digital Banking.

If I close my account, will my last statement come electronically if I'm signed up to receive eStatement?

Yes. Your eStatements will be available to access for a year from the closed date of the account.

What if I change my mind and do not want eStatement?

You can cancel your eStatement at any time by logging into your Digital Banking account, click on Messages, Submit a form, and select the eStatement cancellation form. You may also visit a customer service representative within a South Georgia bank branch.

TIFTON | CORDELE | ASHBURN | OMEGA | MOULTRIE | VIENNA | SYLVESTER



sgbconline.com
MEMBER FDIC  EQUAL HOUSING LENDER