**Frequently Asked Questions & Answers for e-Statement:**

1. **What is an e-Statement?**

An e-Statement is an electronic version of your bank statement. It is formatted as a traditional bank statement, but is available as a portable document format file (PDF) via e-mail.

1. **Why should I switch to e-Statement?**

You should switch to e-Statement for many reasons. e-Statement is actually more secure than receiving a statement via traditional mail. e-Statement is stored on our secure servers and is only accessible via registered email. We will alert you via email when your e-Statement is ready to view. Your e-Statement is available as soon as it is generated instead of needing to wait for mail delivery. Above all, through e-Statement you can help the environment by going green, and also makes statement storing experience more secure, easy and enjoyable.

1. **How do I sign up for e-Statements?**

You can download the e-Statement Form from our Website [www.premeirbankltd.com](http://www.premeirbankltd.com) or visit to any Premier Bank Branch and fill out the e-Statement enrolment form for sign up to e-Statement.

1. **I have applied for e-Statement. Why am I not receiving them?**

There are various reasons you may not be receiving your e-Statements. **Here are the possible reasons:** Spam Filter-You may have a Spam filter that is identifying our monthly e-Statement notifications as junk mail. You should first check your Junk Mail inbox for any e-mail(s) from [estatement@premierbankltd.com](mailto:estatement@premierbankltd.com), adding [estatement@premierbankltd.com](mailto:estatement@premierbankltd.com) to your address book will usually resolve this issue. Other Probable reasons are: Full email Box or you may provide incorrect email address for registration. Please Contact our 24/7 Help Desk and our Customer service officer will assist you.

1. **When can I view my e-Statement?**

We will send you an email alert when your statement is ready to view. You will receive e-Statement of your account in every month.

1. **Will my e-Statement bears same contents as my paper statement?**

Yes.e-Statement bears same contents as your paper statement with an addition of water mark.

1. **May I view my electronic statement without signing up for e-Statement?**

No. You must first sign up for enrolment service at branch, if you currently receive paper statements.

1. **Who should I contact if I can't access my e-Statement?**

You should contact our customer service department at our 24 hour service desk: Tel: +880 2 9820844-8 Ext 702-3 Mobile: 01714-010305, 01714-038425 or email at [digitalbanking@premeirbankltd.com](mailto:digitalbanking@premeirbankltd.com)

1. **How do I save my e-Statement for future reference?**

Since the e-Statement is provided to you as portable document format (PDF) file, you can use your PDF viewer software to save a copy of the statement to your local computer. You can then back it up electronically for archival purposes. You can also print the statement on your local printer and archive the paper copy if you wish.

1. **Is there a charge for e-Statements?**

No. You can switch to e-Statements for free!

1. **Is my e-Statement information secure?**

Yes. Your e-Statements are stored at our secured servers. We protect our data centers with physical security as well as with firewalls and various intrusion detection and prevention systems. If you choose to print or store your statements locally, they are as secure as you make them.

1. **Can I receive both paper and electronic statements?**

No. Once enrolled to e-Statement, you will no longer receive paper statements on the enrolled account(s).

1. **Will I need any special software to view my e-Statement?**

You will need a PDF viewer program. You probably already have one installed. Some common programs used for this are Adobe Acrobat reader or Foxit reader. These are available to download for free from their makers' respective sites.

1. **How long will it take to set up my e-Statement once I'm enrolled?**

After you enroll, your first e-Statement will be generated at your e-Statement cycle date of next month and you get e-Statement every month.

1. **How do I cancel my enrolment in e-Statement and how do I update my email address if I want to change?**

If you want to cancel your enrolment in e-Statement, you will need to contact Branches for de-enrolment. You can visit to our Branch and fill out the e-Statement enrolment form by selecting email address change filed in the form for changing email address.