

eStatements FAQs

Q: What is an eStatement?

A: An eStatement is an electronic version of your statement. It provides you an alternate way to receive and store your monthly or quarterly statement from Alcon Employees FCU, utilizing Internet-based technology.

Q: How do eStatements work?

A: To access your eStatement, you will be required to sign up as a new user on our website www.alconefcu.org. You will be notified through the email address you provide to Alcon Employees FCU, each month or quarter that your eStatement is ready. You will need your access ID and password to access your eStatement. You will be able to view your statement from your computer, 24 hours a day, seven days a week via the Internet.

Q: Are eStatements safe?

A: All security precautions have been taken to ensure the confidentiality of your electronic statement. Logging into eStatements is safe as you are accessing your statement through a secure site. Alcon Employees FCU uses the best available technology in security, firewalls, and encryption.

Q: How do I sign up for eStatements?

A: There is a link on the Credit Union homepage (www.alconefcu.org) where you can register as a new user and access your eStatements. You can also register for eStatements while logged into online banking, click on the e-Statements link to sign up.

Q: Will I continue to receive my paper statement in the mail?

A: No, your paper statements will stop once you sign-up for eStatements. If you sign up for eStatements by the last business day of the month, your next statement will come electronically. There is a \$2.00 fee for monthly/quarterly paper statements.

Q: How and when will I receive my eStatement?

A: Upon signing up for eStatements, you will receive your first email notification to the email address you specified at the beginning of the following month. You will continue to receive a monthly email notification that your eStatement is available. You will be provided a link to access your eStatement or you can log into online banking and click on the eStatements link anytime.

Historically, you have waited for your paper statement to be mailed and delivered. With eStatements, you avoid the traditional mail delivery, so you will receive your statement sooner.

Please note, if you have a savings account only, you will only receive statements quarterly (January, April, July, and October), unless you have direct deposit or any other ACH transaction. If your account does not have any activity for 90 days, you will not receive a statement. Everyone receives a paper statement in January, as required by law.

Q: How much history is available for eStatements?

A: eStatements are available for up to 12 months of history, from the date you initially sign up.

Q: Will my eStatement look the same as my paper statement?

A: Your electronic statement will look very similar to the current paper statement. It will have the same layout and colors.

Q: Is there a charge for eStatements?

A: No, eStatements are free!

Q: How do I cancel my eStatement?

A: If you choose to discontinue receiving your statements electronically, simply log into eStatements and cancel it.

Q: How do I save my eStatement for future reference?

A: You have the option of printing a hard copy of your eStatement and/or creating a folder on your hard drive and moving or copying the PDF file into it.

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Q: What if I change my email address?

A: To change the email address your eStatements notification is sent to, log into your eStatement, click on "User Options," then click on "Email Address" to change it. eStatements cannot be sent to multiple email addresses at this time.

Q: What is a PDF file?

A: A PDF (Portable Document Format) is a universal file format that preserves all the fonts, formatting, graphics, and color of any source document, regardless of the application and platform used to create it. Adobe PDF files are compact and can be shared, viewed, navigated, and printed exactly as intended by anyone using Adobe® Acrobat® Reader™.

Q: What is Adobe® Acrobat® Reader® and why do I need it?

A: Adobe® Acrobat® Reader™ is free software used for viewing and printing electronic forms. You will need this software installed on your computer in order for your computer to download, display, or print your statement.

Need Additional Help?

Contact Member Services at 817-551-8495 or 800-235-6913.
You can also email us at credit.union@alcon.com
