BancFirst e-Statement FAQs

Q. How do I get e-Statements?

    A. *Contact your local BancFirst branch to sign up.*

Q. I have a Macintosh computer. Can I receive e-Statements?

    A. *Macintosh system users must have "Virtual PC" software installed to access e-Statements.*

Q. Can I access my e-Statement at work or when I am out of town?

    A. *You can access your statement from any location that has an Internet connection and that meets the hardware/software requirements. Those requirements include:*
    Hardware/Software requirements:
    133MHZ Processor
    32MB Free Memory
    Internet Service Provider
    Microsoft Internet Explorer 5.5 or above with 128 bit encryption

Q. Can I send my e-mail notifications to multiple addresses?

    A. *No, but you can authorize more than one User ID to access your accounts' statements.*

Q. Can I get a printed copy of my statement too?

    A. *Yes, but there is a charge for receiving both. The charge is $5.00 for personal customers and $7.50 for commercial customers.*

Q. When will I get my e-mail notification?

    A. *Usually by 3:00 p.m. the business day after your statement has cycled.*

Q. Why am I not getting my e-mail notification?

    A. *Has your e-mail address changed lately? Are you filtering your e-mail? Has it been more than 100 days since you logged in and viewed your statement? Some types of e-mail will see the e-mail notification as junk mail and automatically filter it. You have not logged into your statement in the last 100 days, the system will automatically turn off the e-statement and begin sending paper statements. This is done to keep us in compliance with Regulation E and our Customer Agreements.*

Q. I received my e-mail notification but the link is not active, why?

    A. *E-mail can be received in several formats (i.e. HTML or text). The link is active in HTML but not in the text version. You can reconfigure your mail to HTML or you can copy the link and paste it into the address bar of your browser.*

Q. When I clicked on the link for e-Statements, my browser says the page is not available. What should I do?

    A. *Click the refresh button on the browser. If that doesn't work, your connection may be down and you need to contact your Internet provider.*

Q. After I log in to e-Statements, I can see my account number(s), but what do I do to view my statement?

    A. *Click on the account number link and your statement will load in a separate window.*

Q. I can get logged in, but why do I get a blank window when I view my statement/images?

    A. *You must have Microsoft Internet Explorer 5.5 or higher with 128 bit encryption to access your statement. Not having these specifications can cause users to have difficulty logging in and cause them to receive random messages about security.*

Q. I downloaded my statement, but I can't view it. What do I do?

    A. *The file is zipped. You must have software to uncompress it. Winzip is the recommended software and it can be obtained free of charge at <u>www.winzip.com</u>. After the file is unzipped, you should be able to double-click on the files to view them. This depends on what program is associated with the file type chosen (.png, .bmp, .jpg).*

Q. I can't remember my user ID or password. What should I do?

   **A.** *Contact your local BancFirst office.*

Q. How do I cancel my e-Statements?

    A. *e-Statements can be cancelled by clicking the <u>Cancel e-Statement</u> link when you are logged into the system.*

e-Statement Download Instructions

Log into e-statements and open the statement you wish to download. Click the ▣download button to get started.

A Download dialog box will appear. Choose how you would like to download the file, including the file format. When finished, click the ▣ button again.
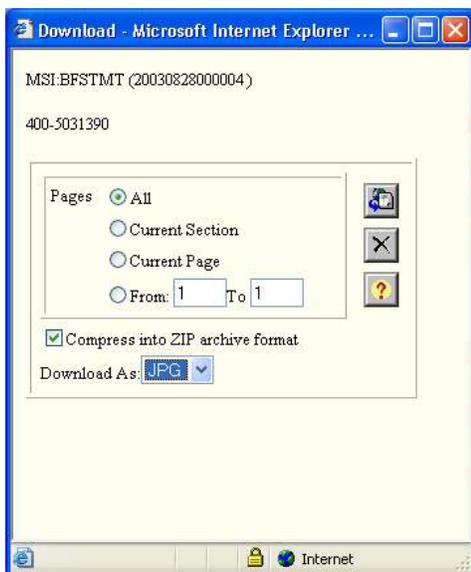
A dialog box will appear asking if you would like to open or save the file. Click [Save] and when the Save As dialog box appears, enter a logical name for your statement. Then click the [Save] button on this screen to save your statement in the designated folder with the designated name.
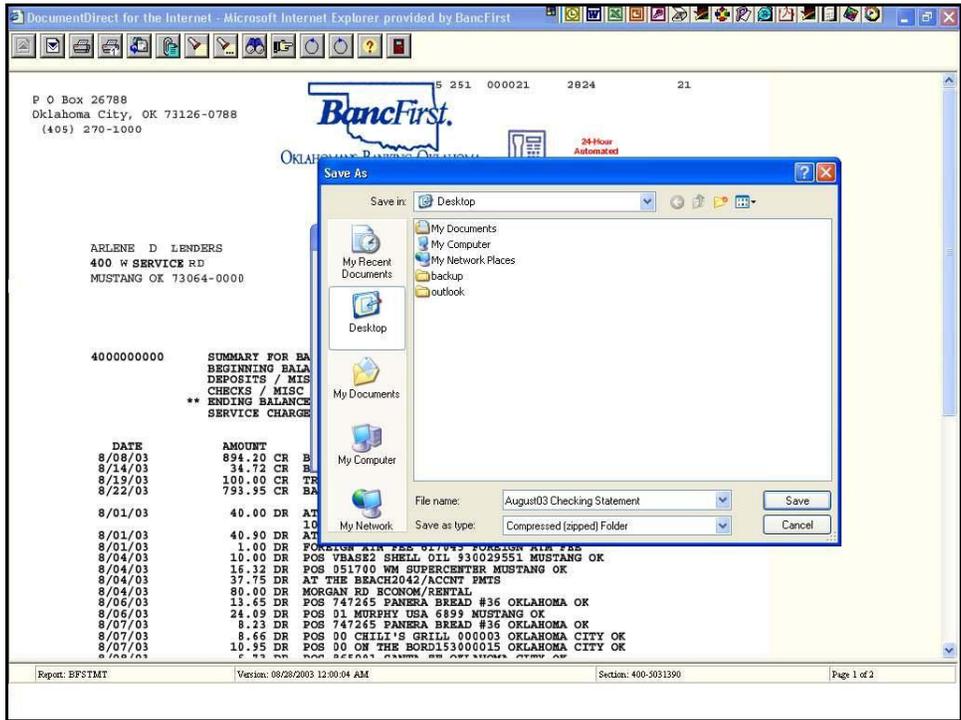
When ready to view the saved statement, you may find that a program such as WinZip is needed to unzip the compressed file. This program can be downloaded free at *www.winzip.com*. However, if the file was saved as an image file (bmp, or jpg) the statement is viewable using the default image viewer on your computer (see the example below).