



eStatements Customer Instructions

July 2011

GOING GREEN



PARTNER WITH PACIFIC WESTERN BANK



Support: (800) 350-3557 | www.pacificwesternbank.com

Member FDIC

Preferences

- Account
- Alerts
- Security
- User
- Manage Users
- User Rights
- Delivery

Log on to VIPbanker™ using your Login ID and Password.

- From the menu on the left hand side, click on **Delivery** under **Preferences**.
- You will then see your online-enabled account(s). Select your **Delivery Preference** for each and input your **E-Mail** address.

Statement Delivery Preferences

Choose how you would like to receive your statements using the fields below.

Delivery Preference	Account	E-Mail	Alternate E-Mail
<input checked="" type="radio"/> Electronic Statement <input type="radio"/> Statement by Mail	10101010	<input type="text" value="tclient@aol.com"/>	<input type="text"/>
<input checked="" type="radio"/> Electronic Statement <input type="radio"/> Statement by Mail	20202020	<input type="text" value="tclient@aol.com"/>	<input type="text"/>
<input type="radio"/> Electronic Statement <input checked="" type="radio"/> Statement by Mail	30303030	<input type="text" value="tclient@aol.com.com"/>	<input type="text"/>

- Beneath **Statement Delivery Preferences**, you will find the **Statement Delivery Agreement**. Please read the terms and conditions set forth.

Statement Delivery Agreement

You are required to read and accept the terms and conditions below to change your statement delivery preferences. By checking the box below and submitting this information, you are agreeing to the terms of agreement.

Pacific Western Bank
Electronic Statement Agreement
(May 2011)

By accepting this Agreement, you agree that we may provide account statements, disclosures and notices to you in electronic form, in lieu of paper form.

- Once you've read the agreement, click on **I agree to the terms of the agreement** and then on **Submit**.

I agree to the terms of the agreement

5. You will receive confirmation that **your delivery preferences have been set** on your **Account Overview** page.

Account Overview You have 12 new messages

This page provides an overview of your accounts by account type. Click on the Account Name to view history for a selected account.

- Your delivery preferences have been set.

6. A message for each account enrolled in eStatements will also be sent to your **Secure Mailbox**.

Secure Mailbox

This page allows you to easily and securely communicate with us. You can create and send a new message, and you may also receive important messages from us in this mailbox.

Sender / Subject	Received	Expires On
Notifications Notification: Updated Statement Delivery Preference	5/27/2011 6:40 PM	11/27/2011

Notification: Updated Statement Delivery Preference

Subject: Notification: Updated Statement Delivery Preference
 Sender: Notifications
 Date: 5/27/2011 6:40:48 PM

This is notification that statement delivery preferences have been updated for the following account:
 Checking - 10101010

If you currently receive a printed statement, we will no longer print and mail a statement for this account. Instead, we will send an e-mail notification to all enrolled e-mail addresses for this account when the electronic statement is available each month. Electronic statements are available 24x7 via online banking by logging in and navigating to Accounts> Statements. Statement delivery preferences may also be updated within online banking.

Thank you for using our electronic statement delivery.

After you enroll, you will receive your first eStatement when your next statement cycles (provided your enrollment is received ten business days prior to your statement cycle date).

An email notification will be sent to the address input during enrollment when your eStatement is available. The email will come from notices@pacificwesternbank.com.

notifications Your Checking Account Statement is now avail... 1:07 am

Your Checking Account Statement is now available for viewing!

From: notices <notices@pacificwesternbank.com>
 To: GOINGGREEN2011 <GOINGGREEN2011@AOL.COM>
 Date: Fri, May 27, 2011 1:07 am

DEAR GOING GREEN ,

Your Pacific Western Bank e-statement is available for viewing at your convenience! Please take the time to verify the accuracy of your statement(s) by logging on to VIPbanker™.

If you have any questions, please contact your branch of account or the Electronic Banking Department at 1-800-350-3557.
 Thank you for choosing Pacific Western Bank

To view your eStatement, log on to VIPbanker™ using your Login ID and Password.

7. From the menu on the left hand side, click on **Statements** under **Accounts**.

8. Select an **Account** and click on **View Statement**.

The screenshot shows the 'Accounts' menu with 'Statements' highlighted. Below it, the 'Online Statements' section is visible, containing a 'Choose an Account' dropdown menu with '10101010 : \$21.73' selected, and a 'Choose a statement date' section with 'Year * 2011' and 'Cycle * 05/18/2011 eStatement' selected. 'View Statement' and 'Help' buttons are at the bottom.

9. Your eStatement will be available to you in Portable Document Format (PDF) within VIPbanker™. You must have at least Adobe Acrobat Reader 5.0 or higher to open and view your statement(s). To download the latest free version of Adobe Acrobat Reader, visit www.adobe.com.