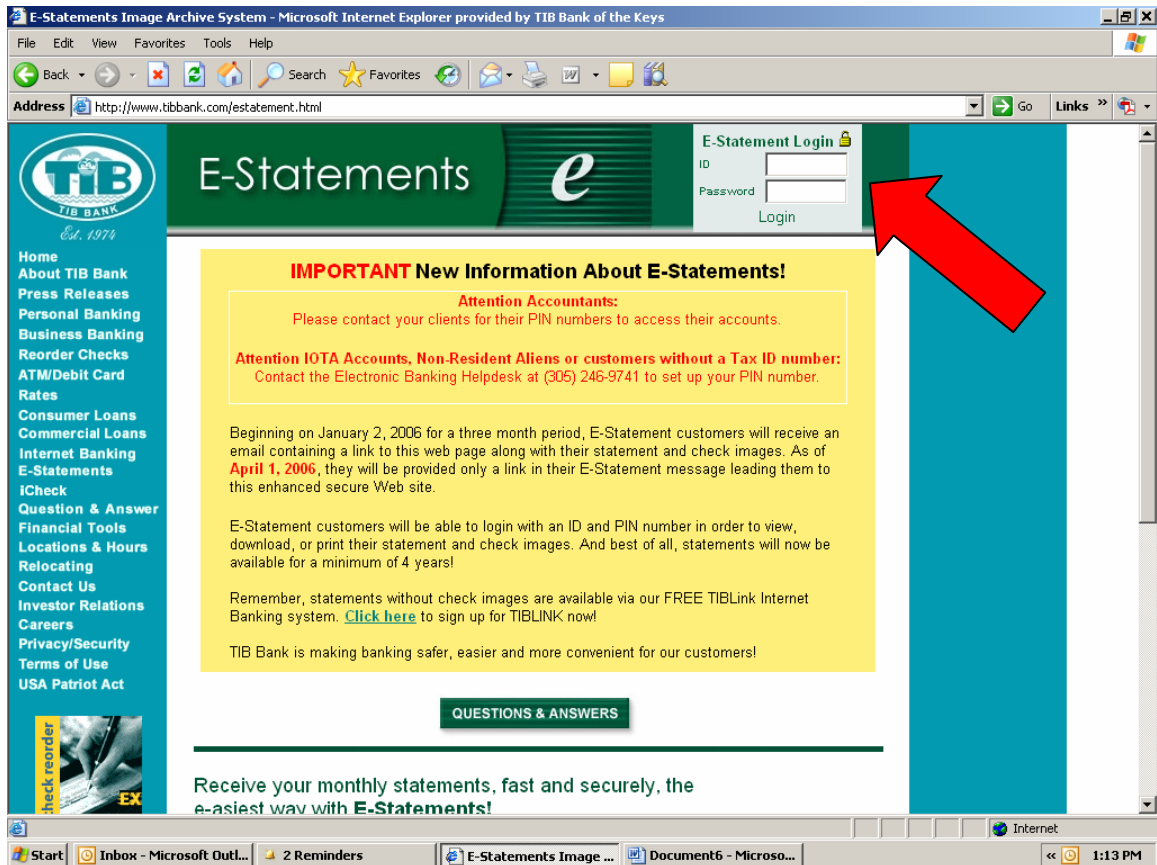


E-Statement User Guide

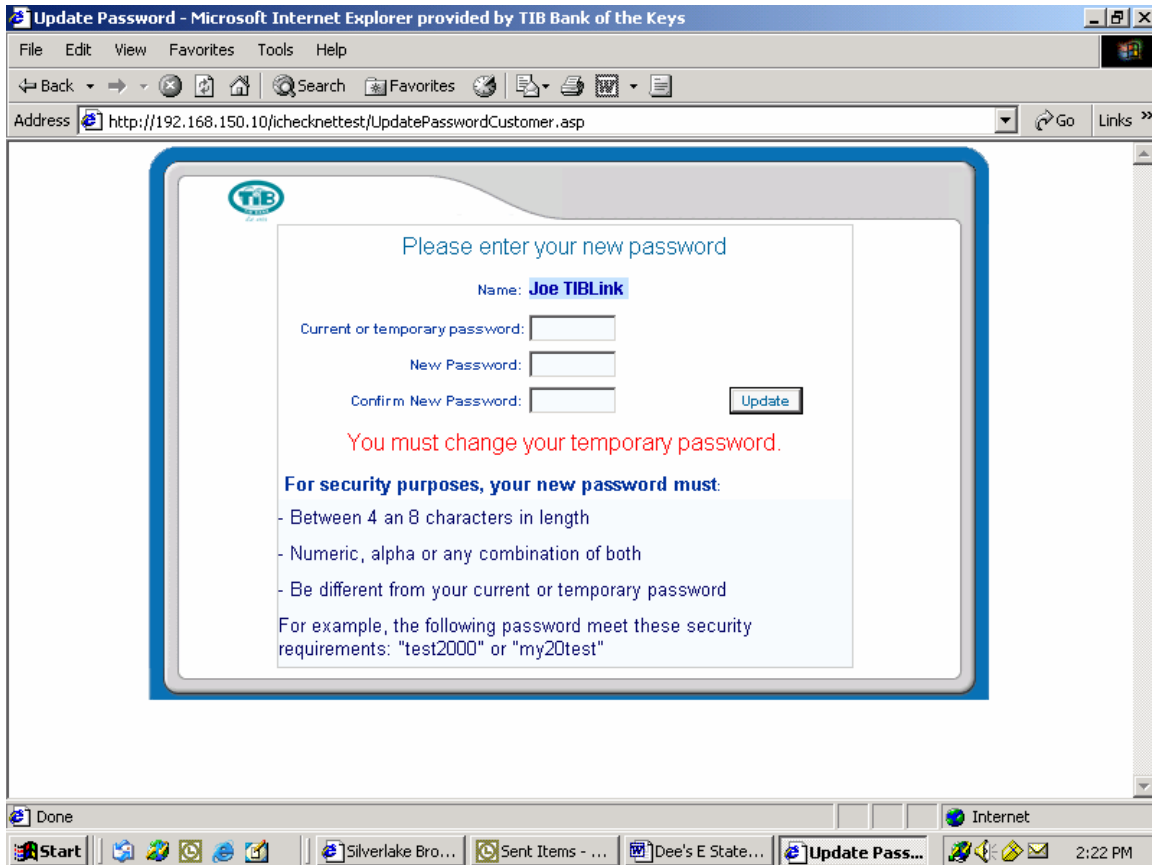


1. You can access the E-Statement web page by going to <http://www.tibbank.com/estatement.html> or go to www.tibbank.com and click on E-Statements.
2. **Enter** your login information
 - a. ID
 - b. Password



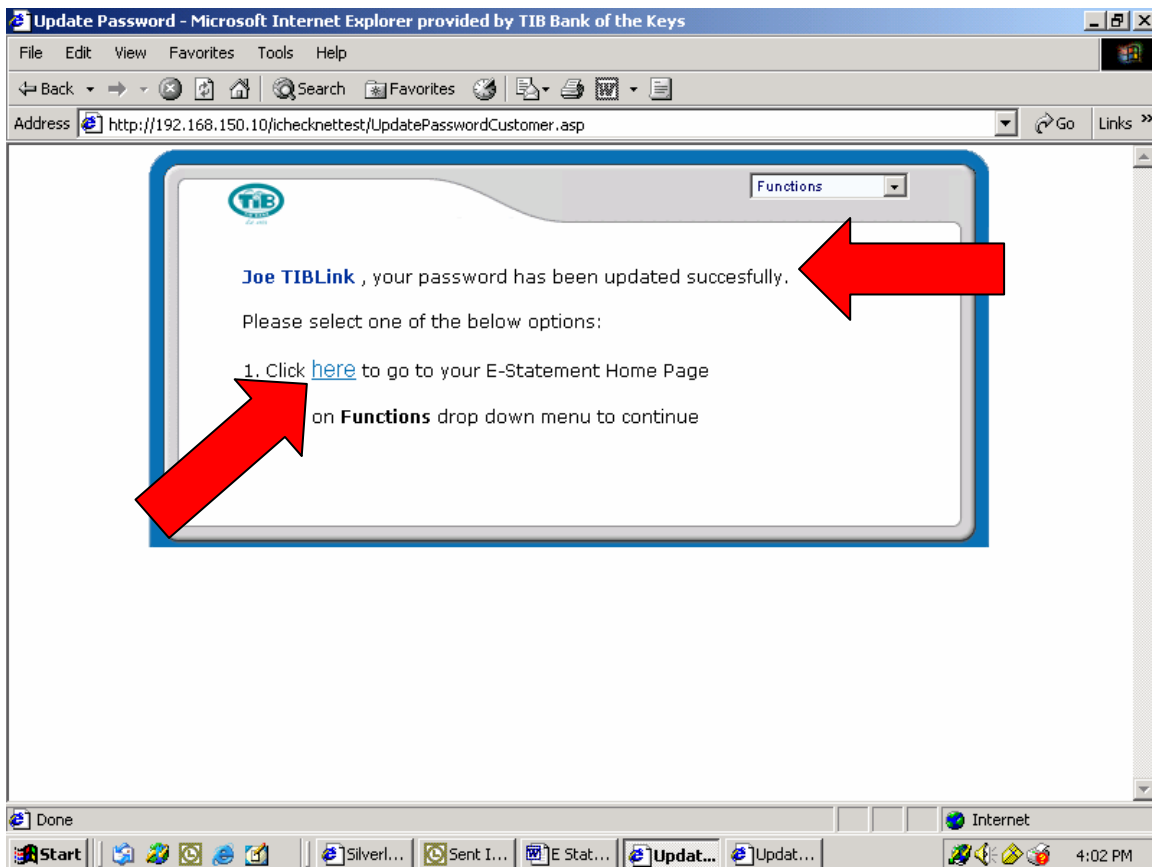
If you do not know your login ID and password, contact Electronic Banking Helpdesk at 305-246-9741.

3. The first time you login, you will be prompted to select a new Password.
 - a. Password must be between 4-8 characters in length
 - b. They can be all alpha, all numeric or combination of both.
 - c. Passwords are case sensitive.



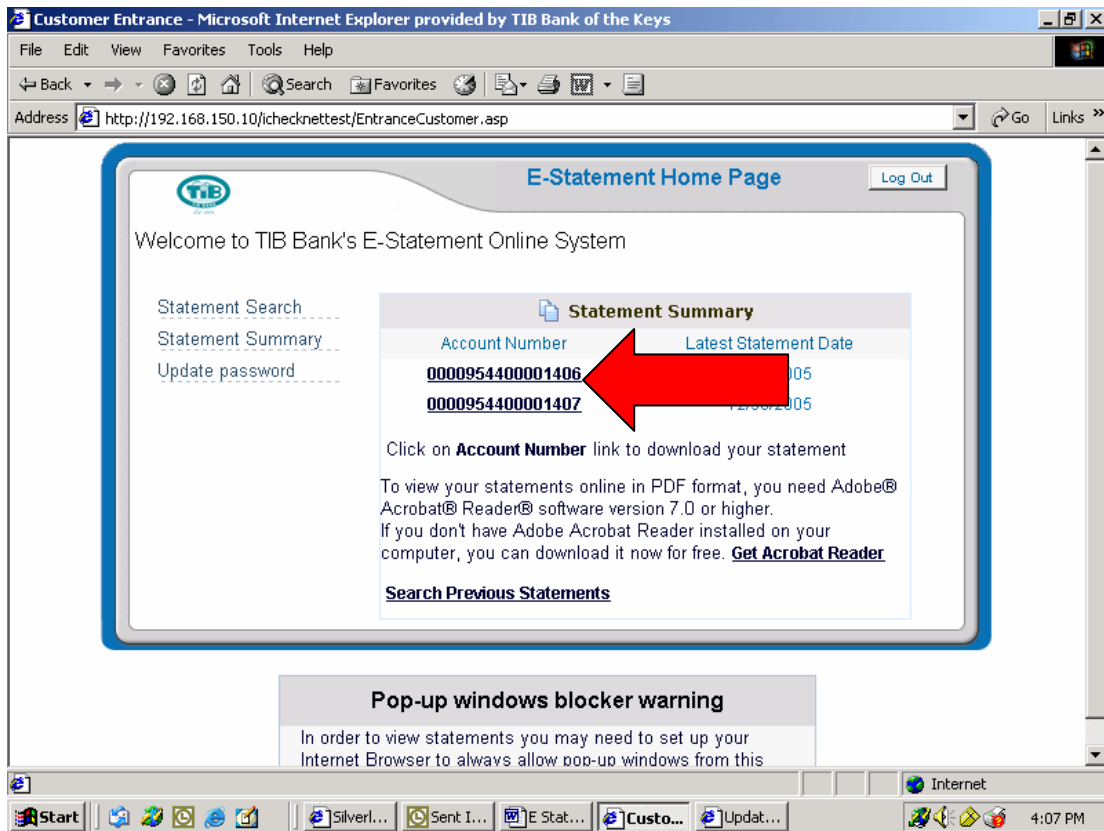
4. Once you have selected a new password, you will receive the message that the **Password was updated.**

5. **Click** on E-Statement home page.



Note: You will only see this screen after you have changed your password.

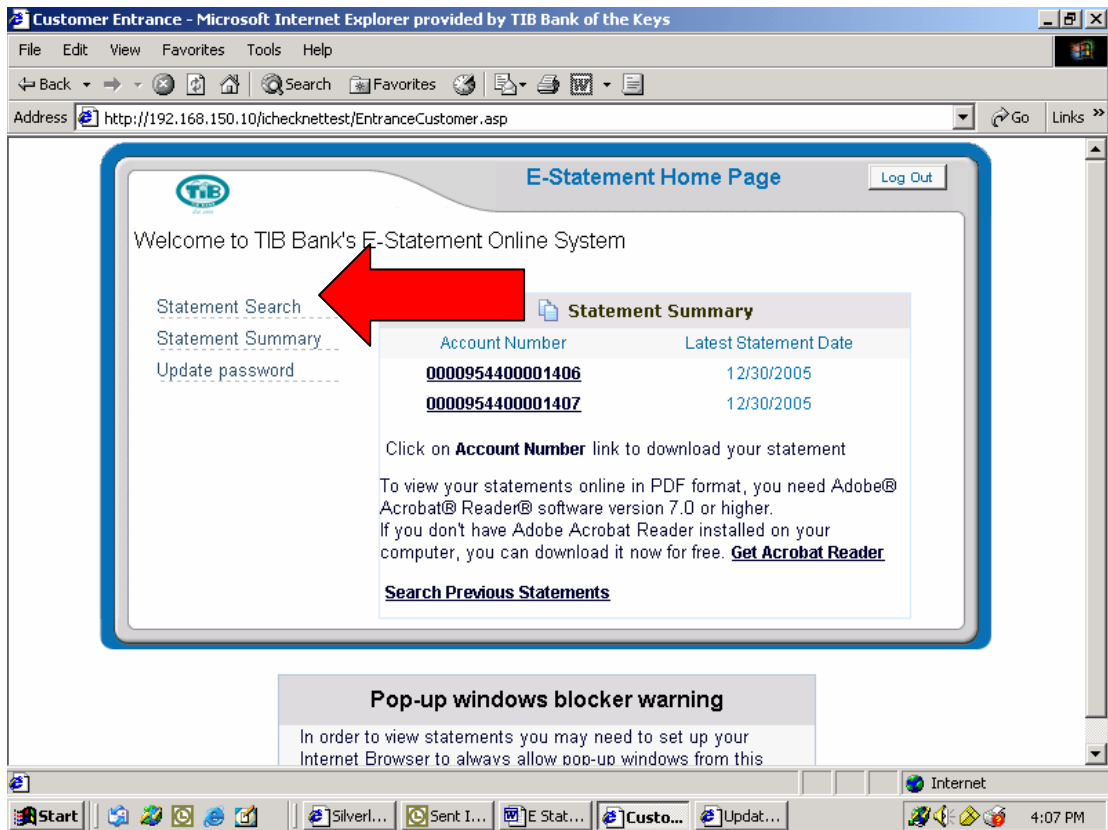
6. *Click* on the appropriate account number to view your current statement.



IMPORTANT NOTES:

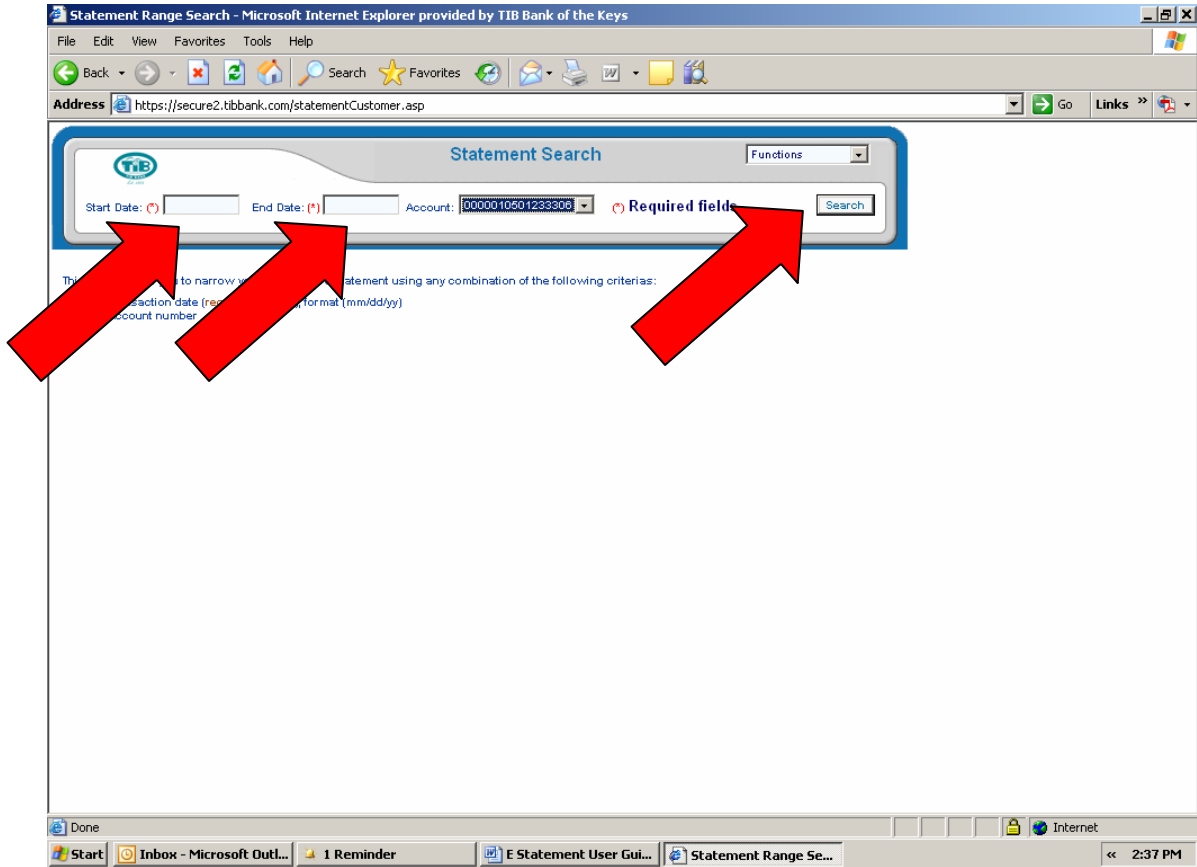
- Adobe 7.0 is required to open statements
- If you have a pop-up blocker you will need to allow pop-ups from this website, otherwise you will not be able to view your statements.
- If you have installed Adobe 7.0 and have allowed pop-ups for this website and your statement still will not open, call our technical support group at **1-800-308-5863** for assistance. They are available on weekdays from 6 AM till midnight!

7. If you need to search for a previous statement, select Statement Search.

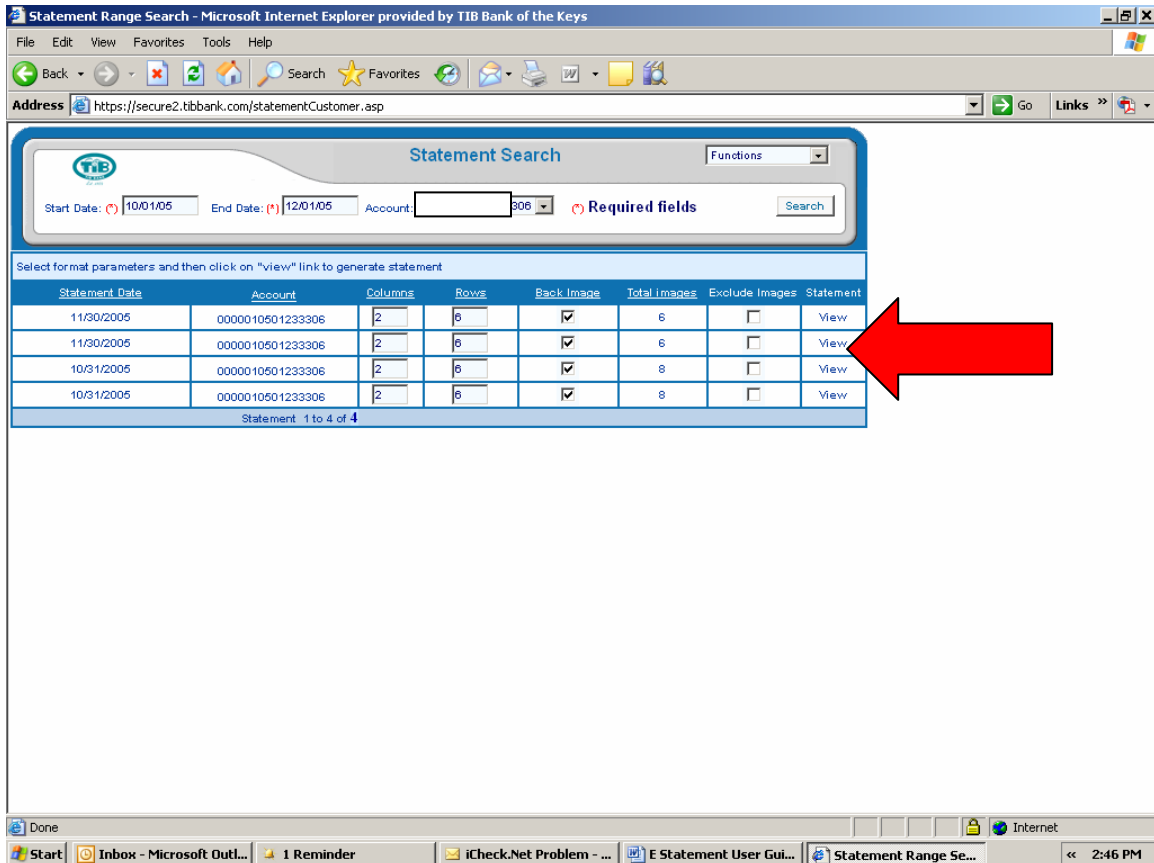


8. Select your date range and account number then click on **Search**.

Note: Enter dates as mm/dd/yy



9. You can customize the statement by putting a checkmark in view back images or exclude the images altogether.
10. **Select** the Statement Date you wish to view by **clicking** on the 'View' link on the right side of the screen. It may take a few minutes to build the statement especially if you have lots of check images, so please be patient. Once your statement has been opened in a PDF format you can view, print, or save the document.



Don't forget to use the LOGOUT button in the FUNCTIONS dropdown menu to securely close your browser!

If you have any questions feel free to contact our **Electronic Banking Helpdesk**, Monday – Friday 7:30 AM – 5:00 PM at **305-246-9741**. Or email us at **eservice@tibbank.com**.