

Viewing your eStatement

You'll get an email notification from eBanking@cbbc.bank to let you know that your statement is ready.

- Sign into BankOnLine.
- Choose **eStatements**.
- All available eStatements will be listed for downloading or viewing.



Looking for a specific eStatement?

- Touch or tap on the eStatements button.
- Choose the **Filter** icon.



- You can now choose the year and the account to filter your search.

Downloading eStatements

eStatements are downloaded in PDF format, which is convenient for saving to your computer or phone.

Steps

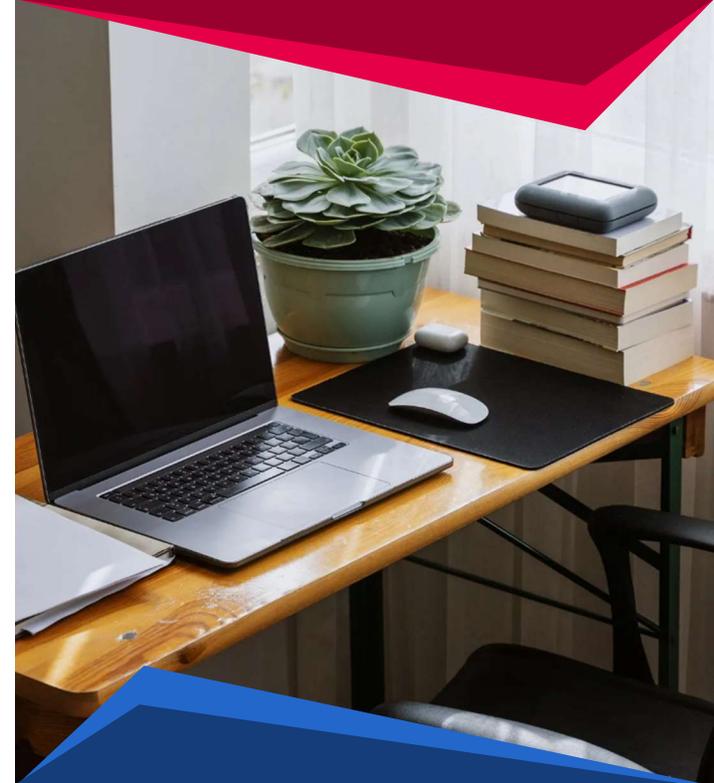
- View your eStatement.
- Select the **Download** icon next to the eStatement.
- You can now save the eStatement to the location of your choosing.



Retention

eStatements are saved in BankOnLine for 18 months. Be sure to save your statements if you need them for a longer period of time.

CBBCBank



eStatements User Guide

Member
FDIC

Contact Us

eBanking@cbbc.bank | (865) 977-5900
330 E. Broadway Ave.
Maryville, TN 37804

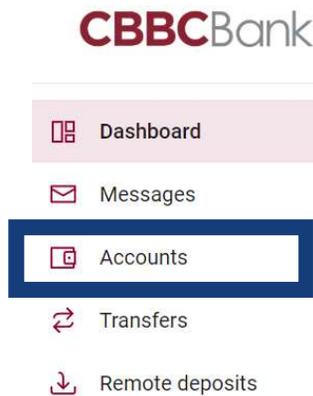
Getting Enrolled

Step 1

Log into BankOnLine. If you have not enrolled in BankOnLine, visit **cbbc.bank**, click on the **Sign In** button, and click **Enroll Now**. Once you're signed into BankOnLine, continue to step 2.

Step 2

Choose the **Accounts** button from the menu.



Step 3

Click or tap on an account you wish to enroll in eStatements.

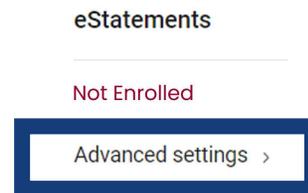
Step 4

Click or tap on the **Settings** icon.



Step 5

The bottom of the page displays the eStatements options and status. Choose the **Advanced settings**.



Step 6

The terms and conditions will display. You must accept the terms and conditions before proceeding with enrollment.

Step 7

Choose the **Sign Up/Changes** button. Select the accounts to receive eStatements, and then click **Save Settings**.

Frequently Asked Questions

Am I able to change the email to which the notification gets sent?

Yes. You can choose the email address by accessing the **Email Settings** option in the **Advanced settings**.



Am I able to view older statements after I enroll?

No. The system begins storing your statements when they generate *after* you enroll.

How do I get older copies of statements that aren't available online?

Send us a message through BankOnLine. We're happy to send you a PDF version!

Do you have more questions?

Visit our FAQs page on our website at cbbc.bank/resources/faqs