

Frequently Asked Questions



What are eStatements?

Your eStatement looks just like your paper statement. eStatements allow you to receive your account statements electronically.

What are Electronic Documents?

Electronic documents are sent to you by email. These additional documents will notify you of any updates to our policies, government regulations, or disclosures.

Why should I enroll for eStatements & Electronic Documents?

View, print, and save statements and documents right to your computer. You'll have peace of mind knowing your financial information is secure since there is no risk of an eStatement being lost in the mail.

How do I enroll for eStatements & electronic documents?

Enroll for eStatements at any of our branch locations or download the form from our website at www.eldertonbank.com.

What happens after I enroll?

Once we receive your completed enrollment form, you will receive a test "welcome" email. Follow the instructions included in the welcome email to complete your enrollment. Please add estatement@eldertonbank.com, to your safe senders list to be sure you get all communications.

What if I need to change my email address or password?

Simply Modify the eStatement & Electronic Documents Form with your new information.

Am I able to cancel my eStatement delivery?

Yes. We will need you to complete the eStatement & Electronic Documents Form with the Cancel option. It is available at any branch or download it from our website.

Will I still receive paper statements?

Once you complete enrollment for eStatements and Electronic Documents, you may no longer receive paper statements in the mail. However, we reserve the right, but assume no obligation, to provide a paper copy of any document that you have authorized us to provide electronically.

What if I forget my password?

If you forget your password, simply call the Bank at 724-354-2111.

I am not receiving my eStatement?

Check your spam blocker to make sure that it is not blocking email messages from Elderton State Bank, estatement@eldertonbank.com. You can contact the Bank at 724-354-2111 for assistance.