

## **E-STATEMENT CHANGES**

We appreciate your participation in our eStatement program. Human Services ECU is always seeking the most secure and up to date features for our members. With our newest integration you will notice some changes to your eStatement account.

Effective, **April 15, 2010** you must log in to Virtual Branch to view or sign up for eStatements. Virtual Branch offers the advantage of managing all of your Human Services ECU accounts on-line. You will only need to remember one password to access your virtual branch account, bill pay and e-statements. Not only will eStatements now be located in a more convenient location – they will now have the added security of being behind our Enhanced Authentication security feature.

### **How to view your eStatements if you are already registered for Virtual Branch:**

- Visit the homepage of our website at [www.hsecu.org](http://www.hsecu.org) and click the Virtual Branch tab on the left side of the screen.
- Log into Virtual Branch
- Click the eStatements tab located at the top of your Virtual Branch page to view or sign up for eStatements

### **How to view your eStatements if you are NOT already registered for Virtual Branch:**

- Visit our website homepage at [www.hsecu.org](http://www.hsecu.org) and click on the applications tab – then virtual branch / bill pay tab / to complete the virtual branch request application
- Within 24 hours you will receive an email with directions and a temporary login ID and password for virtual branch – any directions on how to log in for first time users.
- Once you are logged into virtual branch, click the eStatements tab from your Virtual Branch page to view or sign up for eStatements.

### **If you are not currently enrolled for eStatements but would like to be:**

- Log into Virtual Branch, click the eStatement tab
- Click on “new user”
- Read the terms and conditions agreement and complete the enrollment information.
- Your eStatements will be available immediately

If you have any questions, or require any further assistance please call our Member Service Department at 404-965-2740 ext 2.

Sincerely,

LaQuinda Martin  
Operations Officer