

E-LOAN STATEMENTS: Frequently Asked Questions

Q: Why is Bay State Savings Bank converting to e-Loan Statements?

A: We are converting to e-Loan Statements to help enhance your banking experience, streamline our customer service, and ensure that you receive and can view your loan statements in a secure and timely manner.

Q: What is the difference between “e-Statements” and “eDocuments?”

A: When you see us use the phrase “eDocuments,” we are referring to both deposit and loan e-Statements, collectively.

Q: What are the benefits of e-Loan Statements?

A: You will have access to your e-Loan Statements when and where you want, as soon as they are issued – well in advance of your loan payment due date. In addition, the risks associated with mail fraud, improper disposal of your statements, and any resulting identity theft are reduced by going paperless. You are also helping to conserve environmental resources.

Q: When can I enroll in e-Loan Statements?

A: Enrollment will begin on March 17, 2017.

Q: How do I enroll in e-Loan Statements?

A: Once you are enrolled in our Online Banking program, you can receive e-Loan Statements! If you currently receive e-Statements with your deposit account(s), enrollment is automatic on March 17, 2017 and you will have immediate access to your e-Loan Statements. Note: If you are new to the system, you will need to accept the User Agreement in order to enroll, and you will see your e-Loan Statements within the next billing cycle. To accept the User Agreement, simply log in to Online Banking, select the Additional Services tab, then click on eDocuments. The User Agreement will appear on your screen. Click “accept” and that will complete your enrollment.

Q: Will I still receive paper statements?

A: Yes. During the transition from one format to the other, you will continue to receive paper Loan Statements via the U.S. Mail, along with e-Loan Statements online, (for approximately two months) ending on May 17, 2017, after which time you will receive e-Loan Statements exclusively.

Q: For how long will Bay State Savings Bank make my e-Statements available electronically?

A: We are pleased to help reduce your record keeping burdens. A history of at least 16 months of statements/bills may be available to you at your fingertips, unless you have owned the account(s) for less than sixteen months.

Q: I do not currently receive e-Statements with my deposit accounts. May I still enroll in e-Loan Statements?

A: Yes! You do not have to receive e-Statements to enroll; however, you must be enrolled in Online Banking at Bay State Savings Bank to receive e-Loan Statements. Contact onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.

Q: I do not have a deposit account. May I still enroll in e-Loan Statements?

A: Yes! You do not have to have a deposit account to enroll; however, you must be enrolled in Online Banking at Bay State Savings Bank to receive e-Loan Statements. Contact onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.

Q: I am a Business customer. May I still enroll in e-Loan Statements?

A: Yes! You must be enrolled in Online Banking at Bay State Savings Bank to receive e-Loan Statements. Contact your account manager or onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.

Q: I am a Business customer. May I still enroll in e-Loan Statements?

A: Yes! You must be enrolled in Online Banking at Bay State Savings Bank to receive e-Loan Statements. Contact your account manager or onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.

Q: Does my e-Loan Statement arrive at the same time as my e-Statement?

A: Your e-Loan Statement and e-Statement are separate documents. Similar to the process for deposit account e-Statements, you will receive an email notifying you that your e-Loan Statement is ready, and directing you to log into Online Banking to view it. The arrival of your e-Loan Statement will depend on when your loan payment is due, and will be delivered well in advance of the payment due date. Your e-Statements will continue to arrive on the same schedule they have always followed.

Q: How do I pay my bill now that I'm receiving e-Loan Statements?

A: You can pay your loan bill the same way you always have – you can print the coupon attached to your e-Loan Statement and send it with your payment through the U.S. Postal Service, or if you are a Bill Pay customer, you can use the Bill Pay option and pay electronically. If you are not currently a Bill Pay customer, and would like to become one, please email: onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.

Q: Are e-Loan Statements as secure as paper Loan Statements?

A: E-Loan Statements are delivered over a secure server, and access requires that you be logged in to Online Banking. With e-Loan Statements, you reduce the risks associated with mail fraud, improper disposal of paper statements, and any resulting identity theft. **Note:** Bay State Savings Bank has established safeguards to keep your documents and their transmission over the internet safe. It is just as important that you protect your log in credentials and keep your internet security/anti-virus software and web browser(s) up to date.

Q: Who do I contact if I have questions about e-Loan Statements?

A: Please email: onlinebankingmanager@baystatesavings.com, call 800-244-8161 | 508-890-9000, or visit your nearest branch location for more information.