

# EECU eStatements

## Terms and Conditions

Terms and conditions attached to the internet banking eStatements facility are:

1. You are required to be registered for Netlink internet banking. Access is via our web site [eeecu.com.au](http://eeecu.com.au).
2. You are required to have Adobe Acrobat version 5 or later to view eStatements and any accompanying credit union information online.
3. You must register to receive eStatements and provide at least one current and correct email address to receive notification that a new eStatement is available to view in Netlink.
4. You will be required to supply EECU with your current and correct email address(es) and ensure that the email address(es) is updated if it changes. This is to ensure notification of eStatements is always sent to the correct email address.
5. Should the email notification sent to the registered email address fail, we will contact you requesting a new email address.
6. If you do not use Netlink for 90 consecutive days, then Netlink will be "deactivated". At the same time, if you are registered for eStatements, it will also be deregistered. Following eStatement deregistration, we will recommence sending paper based statements. If you subsequently reactivate Netlink, you will have to re-register for eStatements if they are again required.
7. You should regularly check your email for notices that eStatements are available.
8. A change to an email address can be completed online through Netlink and will require security validation.
9. Once you are registered to receive eStatements, paper statements will no longer be sent.
10. You can cancel your registration to receive eStatements at any time. By deregistering for this service, you will revert to receiving paper statements.
11. If for any reason we are unable to provide an eStatement, we will send a paper statement to your last nominated postal address.
12. When you register for the eStatement facility, you agree to receive statements electronically and must acknowledge that you have read and accepted the Terms & Conditions that apply to this facility.
13. If you close your membership, the final statement will be provided in paper form.
14. You agree to view your eStatement in a timely and prompt manner. If you discover any errors, discrepancies, or unauthorised transactions, you must notify EECU immediately by sending an email via the Netlink Secure Email facility or by calling the credit union on 1300 65 3328, or +61 3 9608 8301 (International).