

eStatements

Frequently asked questions

Got questions? We have answers. From questions about enrollment to receiving your statements, we have a list of questions and answers to guide you along.

Q: Do I need online banking to enroll in eStatements?

A: Yes, eStatements is an additional feature of online banking. You must be enrolled in online banking to take advantage of the convenience of eStatements.

Q: How do I enroll and check my electronic statements and other important notices?

A: Login to online or mobile banking and click the **Statements** tab.

You can easily enroll all your Northwest accounts into eStatements with the click of a button.

Accounts Eligible for Paperless Delivery

Use this area to select all accounts eligible for paperless delivery.

All Accounts Selection	Enroll	Delivery Method*
All Accounts	Yes ▼	Online ▼

You still have the option to enroll your accounts separately.

Use this area to select paperless delivery for each individual account or just choose All Accounts above.

Individual Account Selection	Enroll	Delivery Method*
15	Yes ▼	Online ▼
77	Yes ▼	Online ▼
15	Yes ▼	Online ▼
77	Yes ▼	Online ▼
15	Yes ▼	Online ▼
77	Yes ▼	Online ▼
15	Yes ▼	Online ▼
77	Yes ▼	Online ▼
15	Yes ▼	Online ▼
77	Yes ▼	Online ▼
15	Yes ▼	Online ▼
Safe Deposit Box Notices	Yes ▼	Online ▼

Q: Is there a fee for eStatements?

A: eStatements is free for all personal and business customers!

Plus—

If you're a personal customer and haven't enrolled your accounts in eStatements, you can enroll **all your accounts** to receive \$10*-- which we'll deposit into your Northwest checking or savings account within 7 business days.

Q: Can I still get paper statements mailed to me if I sign up for eStatements?

A: When you sign up for eStatements, you'll no longer receive paper statements in the mail. However, you do have the freedom to choose exactly which accounts you receive electronically and can always change your delivery settings in the Manage Preferences page.

Q: Are all accounts eligible for eStatements?

A: You can see which accounts are eligible for eStatements in the Manage Preferences section. If you don't see an account listed, it isn't eligible for eStatements. If you have any questions about ineligible accounts, you can call customer service at 1-877-672-5678. Representatives are available Monday-Friday, 7:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:00 p.m.

Q: How do I add new accounts or change my current settings?

A: You can change or update your settings at any time by selecting Manage Preferences.

You can also automatically enroll any Northwest account you open in the future.

Use this area to select paperless delivery for future Northwest Accounts.

Future Accounts Selection	Enroll	Delivery Method*
Future Accounts	Yes ▼	Online ▼

Q: Does this mean you'll email me my statements?

A: Not exactly. Whenever one of your statements or important notices becomes available, you'll receive a notification email telling you that it's ready to view through online banking. With eStatements, your sensitive account documents never leave our secure website unless you choose to download them yourself.

* All Northwest accounts must be enrolled in eStatements to receive the \$10, which will be deposited within seven days of eStatements enrollment into a checking or savings account on which you are listed as primary owner. Not available for business accounts.