

HOW TO SETUP AND ACCESS YOUR ONLINE STATEMENTS¹



A helpful step-by-step guide



Firefighters
Mutual Bank

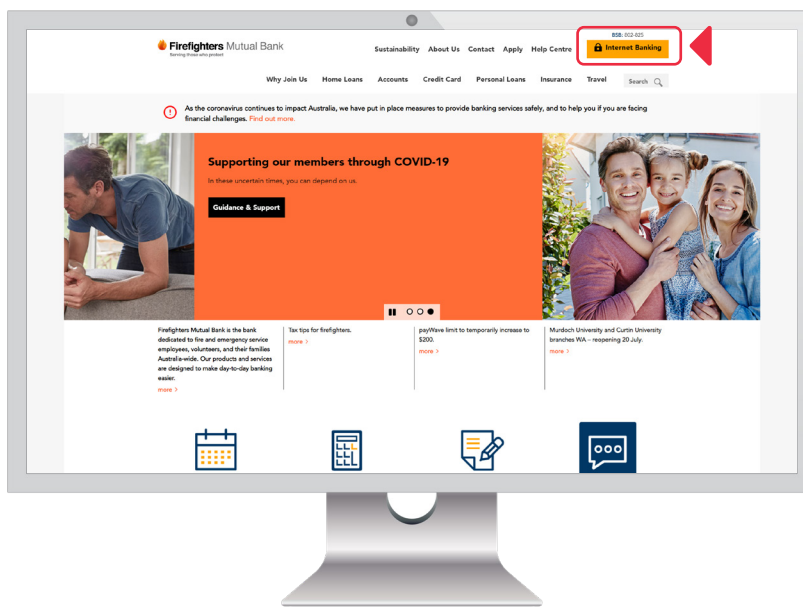
HOW TO SETUP YOUR ONLINE STATEMENTS¹

There are just 5 quick steps to switch your statement preference from paper to online.

1 Log in to Internet Banking²

You're already setup for Internet Banking²

Click the 'Internet Banking²' button at the top right hand corner of the website and log in with your Member Number and Password.



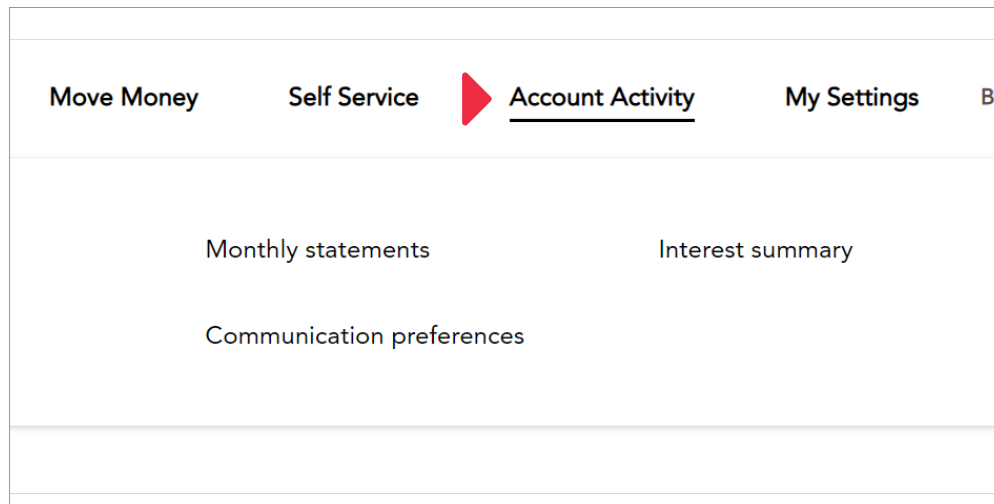
To activate Internet Banking² you will need a Password. If you've forgotten your Password, you can [click here](#) to reset it.



If you need help to get started with Internet Banking², contact us on 1800 800 225 and press *Option 4* then *Option 2*.

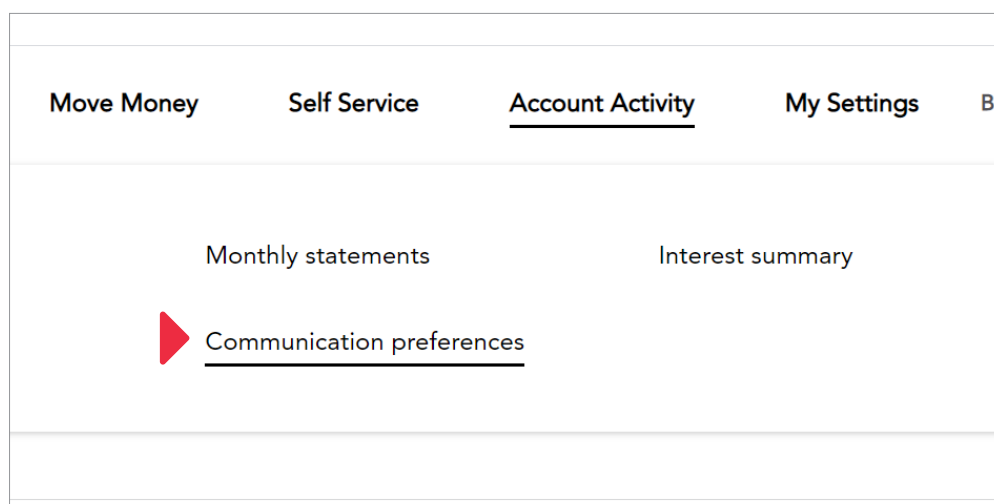
2 Select 'Account Activity'

The 'Account Activity' menu appears at the top of the screen.



3 Select 'Communication preferences' from the 'Account Activity' menu

Select 'Communication preferences' underneath the 'Account Activity' menu.



Scroll down this page until you see the heading 'Communication'. Then move on to Step 4.

4 Choose the statement type and check 'Electronic'

Next to 'All Other Accounts – statements and notices', check the box for 'Electronic'. By checking this box you will receive your statements online through Internet Banking?

Choose your preference for statements and notices

COMMUNICATION	ELECTRONIC	PAPER
Credit Card - statement and notices	<input type="checkbox"/>	<input type="checkbox"/>
All Other Accounts - statements and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shareholder notices	<input type="checkbox"/>	<input type="checkbox"/>

Please read the important information below before submitting

Submit

Selecting 'Electronic' for 'All Other Accounts – statements and notices' covers the statements you receive for all your deposit and loan accounts (like a home loan or car loan). It excludes credit card statements.

If you have a credit card, next to 'Credit Card – statement and notices', check the box for 'Electronic'.

Choose your preference for statements and notices

COMMUNICATION	ELECTRONIC	PAPER
Credit Card - statement and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All Other Accounts - statements and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shareholder notices	<input type="checkbox"/>	<input type="checkbox"/>

Please read the important information below before submitting

Submit

If you want to receive Shareholder Notices online as well, tick the 'Electronic' box against 'Shareholder Notices'.

Choose your preference for statements and notices

COMMUNICATION	ELECTRONIC	PAPER
Credit Card - statement and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All Other Accounts - statements and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shareholder notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please read the important information below before submitting

Submit


Your screen should now have all the 'Electronic' boxes ticked.

5 Click 'Submit'

Read the important information at the bottom of the page, then click 'Submit'.

Choose your preference for statements and notices		
COMMUNICATION	ELECTRONIC	PAPER
Credit Card - statement and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All Other Accounts - statements and notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shareholder notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please read the important information below before submitting

 **Submit**



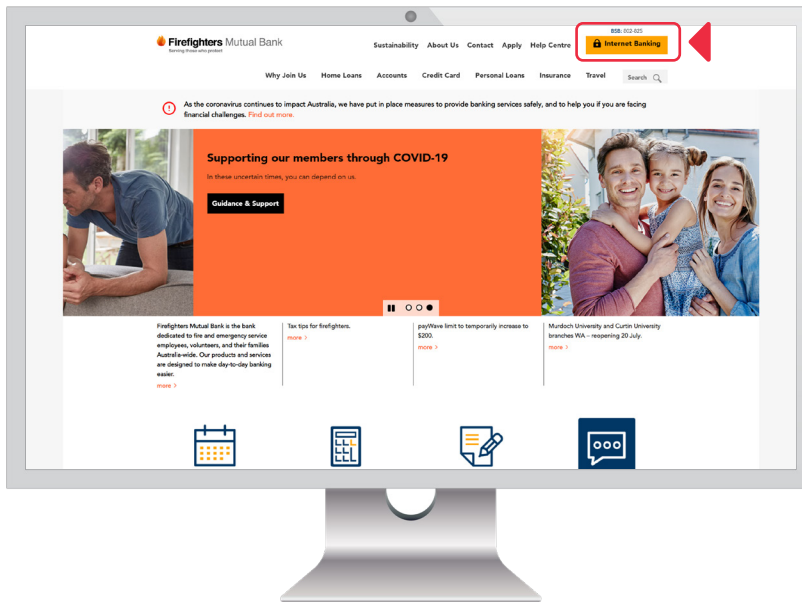
You're now set up for online statements¹
through Internet Banking!²

In the next section of this guide, we will walk you through the steps to access, view and download your online statements.¹

HOW TO ACCESS AND DOWNLOAD YOUR ONLINE STATEMENTS¹

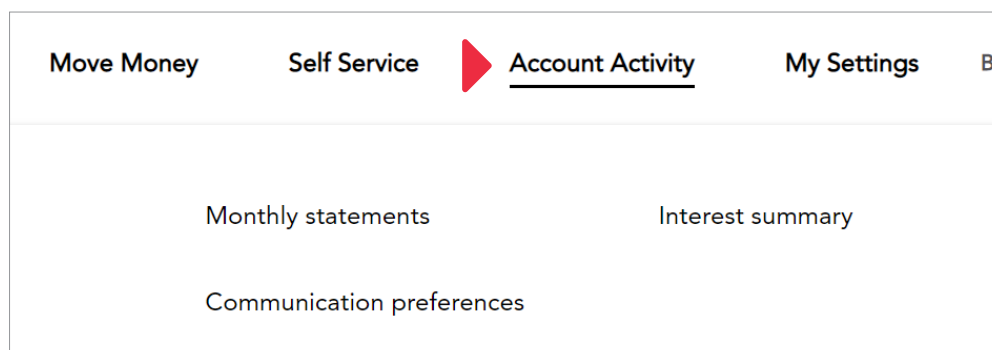
1 Log in to Internet Banking²

Log in to Internet Banking² with your Member Number and Password.

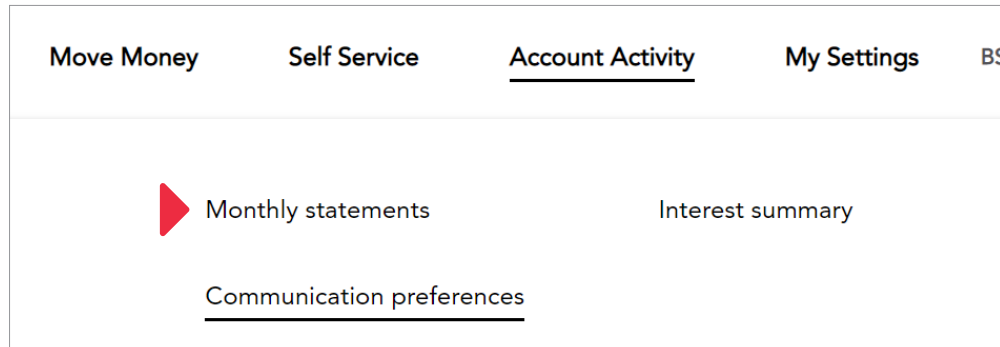


2 Click on 'Account Activity'

From the menu at the top of your screen, click 'Account Activity'.



3 Click on 'Monthly Statements'



A list of your bank statements will appear on screen with the account type.

<input type="checkbox"/>	<u>Document type</u>	<u>Statement date</u>	
<input type="checkbox"/>	Credit card statement	6/22/2020	View ▼
<input type="checkbox"/>	Financial statement	5/31/2020	View ▼
<input type="checkbox"/>	Credit card statement	5/22/2020	View ▼
<input type="checkbox"/>	Financial statement	4/30/2020	View ▼
<input type="checkbox"/>	Credit card statement	4/22/2020	View ▼

On the screen, there is a choice of financial statements and credit card statements (if you have a credit card).

Financial statements cover the transactions that have occurred for all your deposit and loan accounts.

Credit card statements cover the transactions that you have made with your credit card.

4 Click on 'View'

To access and view a specific statement, click on 'View' to open the statement on screen.

<u>Statement date</u>		
6/22/2020	View	▼
5/31/2020	View	▼
5/22/2020	 View	▼
4/30/2020	View	▼
4/22/2020	View	▼
3/31/2020	View	▼

5 Click 'Save' to download a statement

To download a copy of your statement, select the down arrow to the right of 'View' and click 'Save'. This will save the statement as a PDF to your computer.

<u>Statement date</u>		
6/22/2020	View	▼
5/31/2020	View	▼
5/22/2020	 	
4/30/2020	View	▼
4/22/2020	View	▼
3/31/2020	View	▼

Once the document is saved to your computer, you can print it as you would normally print documents.

**Need more information,
we're here to help.**



fmbank.com.au/paperless

¹ Online statements are referred to as electronic statements in our terms and conditions. ² You should consider whether this service is appropriate for you before acquiring it. For additional information on security please refer to our Security Guide for electronic transactions available online. Access is subject to availability and maintenance. We test mobile banking to ensure compatibility with the majority of popular devices used by members but cannot guarantee that it will be compatible with all devices and operating systems. We do not charge you for accessing your accounts using your mobile. Internet data charges and call charges may be incurred through your mobile service provider – check with your Internet Service Provider or mobile phone service provider for more details. A 3G or Wi-Fi connection is needed for the mobile banking and map features. Firefighters Mutual Bank is a division of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981 | DB03255-FMB-0824-Howto-OnlineBanking



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