

e-Statements Frequently Asked Questions

How do I sign up for e-Statements?

If you are the primary account holder and you use our online banking service (“OnLine Direct “)... The first time you log in after we offer e-Statements, you will see a pop-up window inviting you to sign up. Secondary owners and signers can apply for e-Statements by calling 1-888-853-7100 or visiting a branch.

When the pop-up window appears, you will have three options:

Enroll immediately

Here you may choose e-Statements for some accounts and not others depending on your preference.

Enroll later

If you choose this option, you will periodically receive a reminder pop-up.

Decline

With this option, you will not receive another pop-up reminder.

If I choose to decline now, will I be able to sign up for e-Statements later?

Yes, simply follow these steps:

1. Log in to OnLine Direct.
2. Choose “Options” from the top menu bar.
3. Scroll to the bottom of the screen and select the accounts for which you choose e-Statements.

Can I get e-Statements for any Bar Harbor Bank & Trust account?

e-Statements are available for Checking and Money Market accounts, as well as any accounts that are combined for statement purposes with these accounts.

What if I do not currently use OnLine Direct online banking?

You can sign up online or at any Bar Harbor Bank & Trust branch. It’s free and convenient.

To sign up online, [click here](#).

Once you receive your User ID and Password, you can then log in and sign up for e-Statements.

If I sign up for e-Statements, can I decide later to go back to paper?

Yes. The primary owner can cancel any time by contacting us at 1-888-853-7100, or visiting one of our branches.

How will I know when my e-Statement is ready?

You will receive an email message alerting you that your e-Statement is available for viewing. Please note that we won’t send your e-Statement or a link to your e-Statement through email. This is just a notification of its availability, and you will need to log in to OnLine Direct to view your e-Statement.

How do I view my e-Statement? From a computer with online access and Adobe Acrobat Reader:

Login to OnLine Direct.

Select the account you wish to view.

Click the Documents button on the top blue menu bar.

Click the e-Statements link and select the statement period you wish to view.

How many months will my e-Statement remain available?

You will have access to three months of e-Statements. Feel free to save these statements to your computer. Remember we also have 16 months of statement history available through OnLine Direct.

I have a joint checking account. Why can’t I see that account in my e-Statements list?

You must be the primary owner to see an account available for e-Statement enrollment through OnLine Direct. Please contact us at 1-888-853-7100 for a manual setup of your account if you are not the primary owner.

I would like to sign up for e-Statements, but my spouse prefers paper statements.

If I enroll for e-Statements, can he/she continue to receive a statement in the mail?

Enrolling for e-Statements stops paper delivery of your statement.

I currently receive a duplicate statement for my checking account. Will this change with e-Statements?

Yes, using this service will stop paper delivery of your statements.

If I enroll for e-Statements, can I request a paper copy of my statement?

The bank will provide you copies of any electronic records per your request. A standard fee may apply.