ESTATEMENTS

Welcome to M&T Bank’s eStatement service. Using eStatements, you have the ability to view your checking and savings account statements, as well as your account analysis statements. You will have access to up to 7 years of history. In addition to accessing your eStatements, you will also be able to change your delivery format and request additional accounts to be added to the eStatement service using the online platform.

This user guide provides screen shots and instructions on how to use the eStatement service. A table of contents is provided on the next page to help you navigate the content included in this manual.
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LOGGING ON

You can access Commercial eStatements from the Commercial Services Single Sign-On landing page by clicking on the eStatements link in the banner at the top of the page.

You will then be brought to the eStatements home page, which is the View Statements page.
STATEMENTS

ACCESSING YOUR ESTATEMENTS

To view a statement, complete the following:

1. From the Statements tab, select an account from the drop down menu

   Note: Only accounts which have been set up for the eStatements service will appear in the menu

2. Click the View button. Statements will appear in order by date, with the most recent on top
3. To view a statement for a given date, click on the Statement: Month Year link.
ACCESSING CLEARED CHECKS

To view cleared checks, complete the following:

1. From the Statements tab, select an account from the drop down menu
   Note: Only accounts which have been set up for the eStatement service will appear in the menu
2. Click the View button
3. To view cleared checks for a given date, click on the View List link under the Cleared Checks column. A Cleared Checks Summary will display a check list in posting date order.

4. To view a specific check, click on the associated check number link
IMPORTANT NOTIFICATIONS

M&T will include inserts and notifications with statements periodically. They can include important information such as fee disclosures.

Any inserts will appear as a link under the Important Notifications column shown below. To view a notification, click on the link and the insert will open.
DELIVERY OPTIONS

M&T offers three statement delivery options: Paper, Electronic, or Paper and Electronic.

To update the delivery option for any account enrolled in eStatements:

1. Click on the Delivery Settings tab at the top of the page
   
   Note: Only accounts which have been set up for the eStatement service will appear in the menu
2. To change the delivery option, find the account(s) and choose the appropriate delivery option
3. Click the Save Changes button when you have completed your changes
UPDATE YOUR EMAIL ADDRESS

M&T’s eStatement service sends email alerts when a new statement has been loaded and is available for viewing.

To change the email address that the alerts are sent to:

1. Click on the Edit link next to your email address (shown below) from the Delivery Settings tab

![Image of Delivery Settings tab]

2. Enter your new email address twice and click the Save Changes button

![Image of Email Address form]
ADD AN ACCOUNT

eStatements users can request to add additional accounts to the eStatement service. To make this request, click on the Add an Account tab at the top of the page.

To request a new account:
1. Select the account type from the drop down menu
2. Type in the account number
3. Choose the delivery format – Paper, Electronic or Both
4. Click the Next button

5. Review the information and click the Submit button
MESSAGES

To view your messages, click on the Messages link in the top header bar.

To view a specific message, click on any part of the individual message.
HELP

Additional information, user guides and contact information can be found by clicking on the Help menu at the bottom of any eStatements page.
LOGGING OFF

To log off of the eStatement service, click on the Log Out button at the top right of the page. Once you have selected Log Out, you will be brought back the Commercial Services Single Sign-On home page.
CONTACT US

WE ARE HERE TO ASSIST YOU.

For Commercial Services Single Sign-On questions or other Treasury Management services, please contact your Treasury Management Consultant or call M&T’s Commercial Service Team at:

1 (800) 724-2240
MONDAY – FRIDAY 8AM TO 6PM ET