



About Community CPS e-statements

What is an e-statement?

e-statements are formal Community CPS Australia account statements provided electronically to our members through Internet Banking. When a member chooses to receive e-statements they will no longer receive a traditional paper based statement.

What do e-statements look like?

An e-statement will be the same as our standard paper based Community CPS Statement.

How do I view an e-statement?

There is an e-statement section on the Community CPS Internet Banking website main menu. Once in the e-statement section, simply click on “new” Statement.

Who can have an e-statement?

Any member or signatory that receives an existing Community CPS Statement can register for an e-statement. They will also need to be registered for Internet Banking and Factor2 Icons or Token authentication.

Please Note: Non-personal memberships can have e-statements registered only on their signatory membership as Non-Personal memberships do not have Internet Banking access.

How are e-statements delivered?

e-statements are not delivered, they are made available on the Community CPS Internet Banking website. If you choose to receive your statements monthly then your e-statement will be available during the first week of each month, and if you are on a quarterly statement cycle then your e-statement will be available at the beginning of each quarter.

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How do I register for e-statements?

You can register for e-statements by contacting the Member Contact Centre, calling into your nearest PFC, or via Internet Banking if you have existing Internet Banking access and Factor2 Icons or Token registered.

What format are e-statements delivered in?

e-statements will be presented through Internet Banking in a PDF file using Acrobat Reader. You will need to have Acrobat Reader (version 5 or above) downloaded onto your computer. You will be able to save or print your e-statement using your Acrobat Reader.

How will I know my e-statement is available?

When you register for e-statements, you're required to provide an email address for e-statement notifications. Once an e-statement is available on Internet Banking you'll be sent an email notifying you that your e-statement is available for viewing.

Please Note – Community CPS will never send you an email with links to our secure Internet Banking site. This practise ensures you are logging into the authentic Community CPS website.

Can I choose which accounts will be available on my e-statement?

No, e-statements will provide you the same consolidated account detail as our paper based statements; it is a legal requirement for Community CPS to provide you with a statement which details all of your account information.

Can joint owners or signatories receive e-statements?

All members can receive a statement either in the mail or as an e-statement from Community CPS. If you are currently receiving a Statement from Community CPS for your joint account, or for the account you are a signatory on, then you can choose to receive an e-statement.

If you have in the past chosen to not receive a Community CPS Statement, but would like to now receive one, simply call our Member Contact Centre on 13 25 85.

How do I de-register from e-statements?

You can choose to de-register from our e-statements service at anytime. When you de-register from e-statements you'll receive a regular paper based statement in the mail. Simply log into Internet Banking and follow the de-register process on line. Or alternatively phone our Member Contact Centre on 13 25 85, or call into your nearest Personal Financial Centre.

How do I change my email address for e-statements notifications?

Simply log into Internet Banking, go to the e-statements section and update your email address on-line.

What happens if I don't receive my email notifications?

If you don't receive your email notification, we suggest you immediately check your email address for e-statement notifications online through our Internet Banking website to ensure we have the correct information. If your information is correct, please contact our Member Contact Centre on 13 25 85.

What happens if Community CPS can't send the email notification?

If for any reason your email notification is returned to us undelivered, we will make an attempt to contact you. If we are unable to make contact with you, a paper based Statement will be produced and mailed to you with a notice advising that you'll need to contact us with a new email address.

Will Fee Disclosure details be provided on e-statements?

Yes, they will appear as they are on paper based statements.

Is there a fee for the e-statements service?

No, there is no fee for an e-statement.

How is other Community CPS information delivered?

Important Community CPS information usually provided to you through our paper based Statements is available for viewing alongside the e-statement file. Simply click on the "Marketing" file and open the information to view it.

Can I view historical copies of my e-statements?

You will be able to view historical statements that have been produced from the launch of e-statements.

What security is provided with e-statements?

e-statements will sit behind the Factor 2 Security System on the Community CPS Internet Banking website. The Factor2 icon security system is a secondary login system in Internet Banking which requires members to enter 3 icons as a passcode. This additional level of security helps to protect members against fraudulent transactions.

What benefits are there to register for e-statements?

Not only will you save paper, you'll help our Community. For every 10% of our members that choose to receive their statement via e-statements Community CPS will donate \$5,000 to the Community CPS Foundation. We will run this donation program for the financial year of 2008 / 2009 with a maximum donation of \$25,000.

Are Community CPS MasterCard Statements available as an e-statements?

No, as they are not linked to Community CPS Internet Banking