

Year End CD ROM FAQs

Do the CD ROM Statements work on a MAC?

At this time, the software will only open with in a Windows Operating System. If the computer is setup to run Windows then yes. If it is not setup to run Windows then no.

Which checking account product types get images with their statements?

All. Even if they do not receive them in a paper statement, they can be found with the CD ROM Search Feature.

How far back can I get Year End CD ROM Statements?

The only years available right now are 2009 - 2011. Past years will be charged at a rate of \$20 per hour which is the standard Research Fee.

Can a customer export their account information from the CD ROM to QuickBooks, Excel, etc?

No. At this time that option is not available on CD; however, *Personal Spirit* or Basic Internet Banking users can export from their accounts online.

How do I know if I am under the Consumer or Commercial pricing?

If you have either a Commercial account or Commercial Internet Banking, then you qualify for the Commercial pricing of \$50 per CD ROM.

Explain the Consumer pricing.

Consumer CD ROM year-end Statements are \$15 for one account (full year statements). Multiple accounts can be added to that one CD at a rate of \$2.50 per account. An example would be: If you wanted 2 checking accounts, 1 Money Market account and 1 Savings account on one CD it would be at a cost of \$22.50.

If I pay for the commercial CD ROM at \$50, what do I get?

Commercial CD ROM customers can get all of their accounts on one CD ROM. This can include any account that you would like to add to the same CD. There is plenty of space; fill it up!

Can I receive a CD ROM statement monthly instead of all at the end of the year?

Absolutely. We would be happy to mail a CD ROM statement to you monthly. The cost is \$5 per month.