

First Texas Bank

eStatement Services

Frequently Asked Questions

Who is Eligible for eStatements?

All Checking and Savings accounts are eligible for the eStatement Service.

Is there a service charge for the eStatement services?

There is no charge for First Texas Bank eStatement services.

When I receive my email notification will I be able to access my statement and image as part of the email notification?

No. The email is the formal notification from First Texas Bank that your statements are ready for you to view and access by signing on to your Online Banking account. The email notification only contains the statement disclosure. You must sign on to your secure Online Banking account to access your statement.

System Requirements

We recommend that you use the latest browser version available that supports 128 bit SSL Encryption. You will need email access with at least 1MB of free space to receive your notification that your statements are online and ready to view.

If I request eStatement services for my account will it cause my account to cycle at a different time during the month?

No. Your account will continue to cycle at the same time each month.

When will I receive my email notification that my eStatement is ready?

Typically, you will receive your email notification within 1 – 2 days from the time your account cycles.

Will I be able to request and receive eStatement services on the day my statement cycles?

No. It takes 24 hours to process your request for eStatement services.

Saving and Printing eStatements

eStatements are presented in the Adobe Acrobat format. Adobe Acrobat Reader version 6.0 or higher is required to open, view and print your statements.

What if I accidentally delete my email notification that my statements are ready?

The email is the notification that your eStatement is ready as well as the statement disclosure. You can access your eStatement by signing on to your secure Online Banking account.

What if I want to switch back to paper statements?

If you determine that you no longer want to have your statements setup on eStatement services, please contact the Customer Service Department by calling 512-255-2501 for assistance.