

eDelivery Instructions

OHIO VALLEY BANK.



eDelivery

According to the Federal Reserve, checks, bills and statement paper mailings consume 9 million trees and 512 million gallons of gasoline a year. Banking electronically with eDelivery is good for the environment.

Questions or Comments? Contact us at:
www.ovbc.com
or 1.877.893.2265

OHIO
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MEMBER FDIC

Enrolling for eDelivery

Log into NetTeller

Click on eDelivery

Answer the questions

Click Submit

Customizing eDelivery

To complete activation of your eDelivery, you will need to tailor the service to your personal needs.

Log into NetTeller and click on "eDelivery".

Adding Statements is as easy as 1-2-3

1. To add a statement to your eDelivery, click on "Documents and Settings"

2. Select the appropriate account in the drop down menu and check the "Account Statement" box

3. Click on Save Settings

Repeat Steps 2 and 3 for each account.

Designate an Additional Recipient

If you would like someone else to receive a copy of your statements, such as your spouse or accountant, simply click on "Additional Recipients". Click on the "Add Additional Recipient" button and complete the 3-question form. Click on "Save". Once saved, you must click on "Assign Documents" to choose which statements should be sent to that individual. You will then need to notify your Additional Recipient of the Username and PIN that you designated for him/her. The Additional Recipient will not receive a confirmation Email.

Extra Features

Statements & Notices

Accidentally deleted your eDelivery statement from your Inbox? Don't worry.

In addition to receiving your statement by eDelivery secure mail, your statements are also stored under the "Statements and Notices" menu option for 90 days.

Reconciliation Wizard

The Reconciliation Wizard may be found by clicking on "Recon" in the top navigation bar. Reconciling your account can be confusing, but the Reconciliation Wizard breaks it down into 4 very easy steps. It's also a great teaching tool for those with their very first checking account.

Frequently Asked Questions

Q: What kind of software do I need ?

A: Adobe Acrobat Reader® version 6.0 or higher is required to view your notice. You can download it for free at <http://www.adobe.com>. eDelivery is based on the Internet so you will also need an Internet connection and an Email address.

Q: How long does it take to get my eDelivery statement?

A: Once enrollment is complete and you've made your statement selections (see "Adding Statements..." under Customizing e-Delivery) you will start receiving eDelivery. Unlike your paper statement, which can take 2-4 business days by postal service, eDelivery provides delivery of your statement quickly and securely. When your statement is created by the bank, it will automatically be sent to you via eDelivery.

Q: Can I have eDelivery without NetTeller?

A: Yes. You will still have a user ID and password to use in the NetTeller login, but your access will be limited to only the features associated with eDelivery. Please contact our Internet Call Center toll free at 1-877-893-2265 to establish your user ID and password.

Q: Can I still receive my paper statement in the mail?

A: eDelivery eliminates the need to mail a paper statement. Once enrolled, you will receive your next statement by U.S. mail AND by eDelivery; and from then on, you will only receive your statement by eDelivery.

Q: How many statements are saved in eDelivery?

A: eDelivery statements are kept for 90 days. Statements without check images are also viewable through NetTeller for the past year.

Q: What if I need one for more than 90 days?

A: You can print your eDelivery statement or save it to your own computer for later reference.

Q: How do I forward my statement?

A: Part of the security of eDelivery is that the statement is password-protected. If you want the statement delivered to an additional recipient you may designate that person within the e-Delivery settings. He/she will receive their own ID and password.

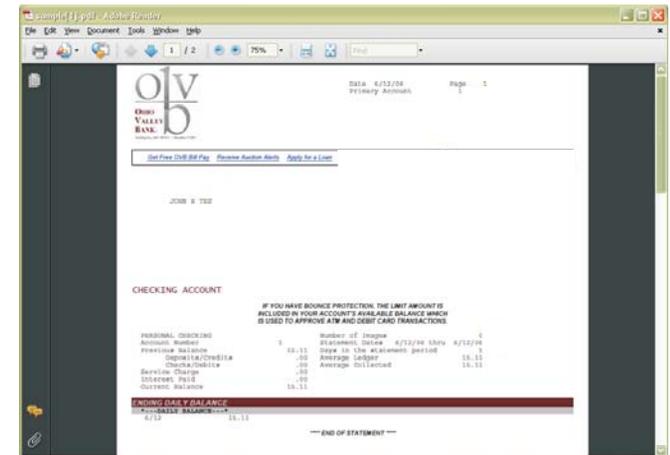
Q: Can't they just enroll me for eDelivery at the bank?

A: No. We want to make absolutely sure that you are able to retrieve your eDelivery statement. This is done by successfully completing the online enrollment process. If you have any problems with enrollment, please feel free to contact our Internet Call Center.

Q: Why am I not seeing the check images?

A: If you currently receive check images with your printed statement, you will receive them with your eDelivery statement. If they are not appearing when you login to eDelivery, make sure that you mark the checkbox that says "include check images in download". This checkbox is found right underneath "Password".

Sample Account Statement sent by eDelivery



If you receive check images with your statement now, you will continue to receive a check image page electronically through eDelivery.

No obligation. Try eDelivery. If you decide that it's not for you, switch back to paper at any time by changing your eDelivery settings within NetTeller.