

# e-Docs FAQ

- What are **e**-Docs?
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- Who do I contact for **e**-Docs support

## What are **e**-Docs?

**e**-Docs allow you to receive your statements and notices electronically versus through the mail for FREE.

**e**-Docs are secure and password protected, allow electronic record keeping, and reduce the risk of account information getting lost or stolen in the mail.

## How do I enroll?

- ❑ EASY!!! Simply go to the Bank's website: [www.theabcbank.com](http://www.theabcbank.com)
- ❑ Click on the "**e**-Docs" button at the top of the page
- ❑ Then click "Enroll"



American Bank of Commerce-P O Drawer 9Wolfforth TX 79382-(806) 775-5000

**Login to E-Statements & E-Docs** [Enroll](#) [Home](#)

If you are trying to view your Online Banking accounts, please click [here](#)

E-Statements & E-Docs ID

E-Statements & E-Docs PIN

\* Microsoft Internet Explorer Version 5 or higher saves user names and passwords. It will automatically complete any login for you. This allows people at your computer to use your logins without knowing your passwords. To see how to turn this feature off, click [here](#).

- ❑ You will then have to agree to the terms and conditions of online enrollment by selecting the “I Agree” button.
- ❑ Then, in order to verify your identity, complete the following information and click “Continue”

Primary Account Number\*

Social Security Number (no dashes)\*

Date of Birth (MMDDYYYY)\*

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- ❑ You will then complete the “Personal Information” section and list the account numbers that you want to electronically receive statements and notices on. If an ACB Bank employee referred you to e-Docs, please be sure to complete the “Referred By” field.

**\*\*NOTE\*\***

For Business Customers **ONLY**, please be sure to complete the First Name and Last Name fields for the person enrolling the business along with the Business Name & Business Tax ID fields.

First Name*	<input type="text"/>				
Initial	<input type="text"/>				
Last Name*	<input type="text"/>				
Address1*	<input type="text"/>				
Address2	<input type="text"/>				
City*	<input type="text"/>	State*	<input type="text"/>	ZipCode*	<input type="text"/>
Business Name (if applicable)	<input type="text"/>				
Business Tax ID (if applicable)	<input type="text"/>				
E-Mail Address*	<input type="text"/>				
Primary Account Number*	<input type="text"/>				
Account Number 2	<input type="text"/>				
Account Number 3	<input type="text"/>				
Account Number 4	<input type="text"/>				
Account Number 5	<input type="text"/>				
Account Number 6	<input type="text"/>				
Referred By (Bank Employee)	<input type="text"/>				

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- ❑ A confirmation notice will come up informing you that:
  1. Your application has been received by the Bank.
  2. You will be notified via secure messaging or email when your application has been processed. The notification will contain your login information for **e**-Docs along with additional instructions necessary to complete the enrollment.

#### How do I access **e**-Docs?

- ❑ After you have received your **e**-Docs ID and PIN, go to [www.theabcbank.com](http://www.theabcbank.com) and click on the "**e**-Docs" button at the top of the page.
- ❑ Type in your **e**-Docs ID and PIN (you will be prompted to change your PIN).
- ❑ After your PIN has been changed, finish the enrollment process by completing the enrollment page.

**Enrollment**

You may choose to receive your statements and notices for your account(s) delivered via email and made available online through this site. To enroll your account(s) please follow the steps outlined below:


- Account(s) and Document Enrollment**  
All available documents for all active accounts. [Details](#)
- Please review the following email address. If not correct, please update it in the space shown.
- Please enter a security phrase to be displayed on all valid emails sent from this site.
- Electronic Statement(s)/Notices(s) Delivery Terms and Conditions**  
This agreement is made between you and American Bank of Commerce and provides your request and consent to receive statements and notices for your account(s) by electronic delivery. You affirmatively consent and agree to permit the bank to make disclosures and provide notices to you in the electronic form, in lieu of providing such notices and disclosures in written form. Your consent and agreement shall relate to all forms of disclosures and notices required under applicable law as a result of the various agreements between you and the bank and shall remain valid until such time as you exercise your right to revoke this consent. You elect and authorize us, at our discretion, to electronically deliver your account statement(s) and notices that we are required to provide to you under applicable Federal and State statutes and their implementing regulations, as amended from time to time, including: Truth in Lending Act, Fair Credit Reporting Act, Electronic Funds Transfer Act, Equal Credit Opportunity Act, Texas Banking Code, Privacy of Financial  
 I agree to the listed terms. [Click here to see a sample document.](#)

- ❑ You will now be in the **e**-Docs site and be able to view your accounts that were enrolled in **e**-Docs.

**\*\*NOTE\*\***

You will not see any previous statements for these accounts, you will have to wait for your statement or notice to generate. **e**-Docs will only keep 60 days worth of statements and notices. You will be able to save these documents to your computer to retain for your records.

Contact



Options

[Statements and Notices](#)
[Documents and Settings](#)
[Additional Recipients](#)
[Disclosures](#)
[Email](#)
[Recon](#)

American Bank of Commerce □ P O Drawer 9 Wofforth TX 79382

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**Statements and Notices**

You have no documents available to view for this account.

View Statement/Notices For:

What are some of **e**-Docs' functions?

**Additional Recipients**

- ❑ You have the ability to add additional recipients to receive your electronic documents by selecting the “**Additional Recipients**” option at the top of the

page. You will assign them a username, PIN, and input their email address for notifications to be sent to.

**\*\*NOTE\*\***

You will be completely responsible for whom you give access to. Please refer back to the **Electronic Statement(s)/Notices(s) Delivery Terms and Conditions Disclosure** for more information (can be found under the “Disclosures” option at the top of the page).

The screenshot shows a web interface with a navigation bar at the top containing tabs: Options, Statements and Notices, Documents and Settings, Additional Recipients (highlighted), Disclosures, Email, and Recon. Below the navigation bar, the text 'American Bank of Commerce P O Drawer 9 Wolfforth TX 79382' is visible. The main content area is titled 'Additional Recipients' and contains a table with three columns: Username, Email Address, and Access PIN. Each column has an empty text input field. To the right of the input fields are links for 'Save' and 'Cancel'. Below the table is a blue button labeled 'Add Additional Recipients'.

### Change ID & PIN

- ❑ You can change your e-Docs ID, PIN, and email address by clicking the “Options” tab at the top of the screen. Then, input the changes you wish to make, and click submit.



The screenshot shows the 'Options' tab selected in the navigation bar. The main content area is divided into two sections. The first section is 'Modify Personal Settings' with a question mark icon. It contains the following fields: 'Current Email Address' (dduck@email.com), 'Change Email Address' (empty input field), and 'Reenter New Email Address' (empty input field). The second section is 'Modify Login Information'. It contains the following fields: 'E-Docs ID' (6389000\*\*\*\*), 'Enter New' (empty input field), 'Enter New Again' (empty input field), 'E-Docs PIN' (empty input field), 'Enter Current' (empty input field), 'Enter New' (empty input field), and 'Enter New Again' (empty input field). A blue 'Submit' button is located at the bottom. Two notes are present: 'NOTE: IDs must include at least one letter. Cannot start with a number.' and 'NOTE: PIN must be AlphaNumeric 4 - 8 characters.'

**\*\*NOTE\*\***

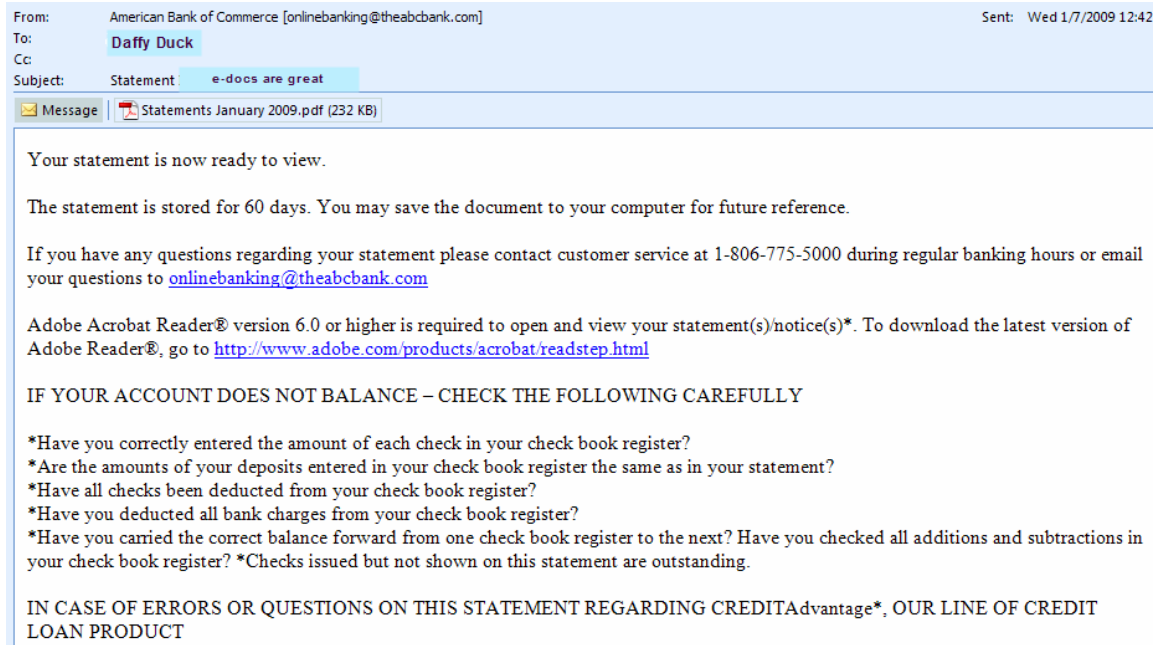
In order to return to the initial “**Statement & Notices**” screen from the “**Options**” screen, you must click the “**Display**” button at the top of the screen after you have updated your personal information.



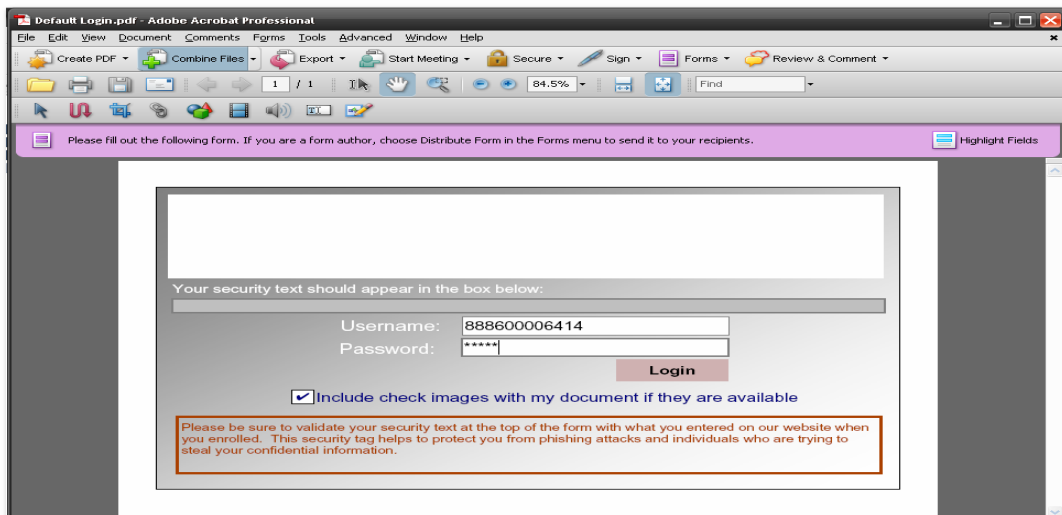
**e-Docs functions- receiving documents**

- When a statement or notice is generated an email is sent to the email address on file. You may click on the attachment or login to **e-Docs** from the Bank’s website to view your electronic document.

**SAMPLE EMAIL**



- By clicking on the attachment, the login shell opens. You will then enter your **e-Docs** ID and PIN.



- ❑ The electronic document will then open with Adobe allowing you to print or save the document if desired.

## SAMPLE STATEMENT



Date 9/30/02 Page 1  
 Account Number 1234567  
 Enclosures

JOHN Q PUBLIC  
 JANE A PUBLIC  
 23344 Any Street  
 AnyTown, NV 12345

Images of your checks are now available through our online banking service.  
 If you haven't taken advantage of this free service, go to the website to sign up.

### CHECKING ACCOUNT

Account Title: John Q Public

For information on your account 24 hours a day, 7 days a week, call the bank at (888)555-5555

CHECKING ACCOUNT	12345678	Check Safekeeping	Statement Dates 10/04/04 thru 10/06/04
Account Number	13,729.29	Days in the Statement Period	3
Beginning Balance	99,000.00	Average Daily Balance	23,937.12
3 Deposits	83,695.12	Average Collected	23,937.12
11 Checks/Charges	.00		
Service Charge	.00		
Interest Paid	29,034.17		
Ending Balance			

### DEPOSITS AND ADDITIONS

Date	Description	Amount
10/04	Regular Deposit	33,000.00
10/05	Regular Deposit	33,000.00
10/06	Regular Deposit	33,000.00

## Who do I contact for e-Docs Support?

Call and speak to one of our friendly e-Docs support specialist at 806-775-5000 during regular business hours or email [onlinebanking@theabcbank.com](mailto:onlinebanking@theabcbank.com).