

What is an E-Statement?

E-Statement is an electronic bank statement that replaces your periodic paper statement usually received by post. The E-Statement will be delivered as an attachment in your e-mail address. The E-Statement will be in PDF format and password protected.

How do I register for E-Statement?

To register for the E-Statement service, you will have to complete and sign the e-Statement application form, which is available on our website. You may also contact your respective Relationship Manager or our Client Services Team, who will guide you on the registration.

How long will it take to receive my statement after being generated by the bank?

The bank will send your password protected E-Statement to your email address within 2 business days of the following month.

Will I continue to get paper statements by post once I enroll for the E-Statement service?

No, your paper statements will no longer be sent to your mailing address. You will instead receive the password protected E-Statement as an attachment on your e-mail address as specified on the enrolment agreement.

What accounts are eligible for E-Statements?

Currently, your current, call and savings account statements are eligible for the service.

Can I set some of my accounts for E-Statements and keep some paper statements?

No, delivery method for different accounts will either be via email (E-Statement) or by post (Paper Statement).

Will my E-Statements have the same information as my paper statement?

Yes, the information and format of the E-Statement will be exactly the same as the paper statement.

How do I save my E-Statements to my computer or disk?

After you have accessed your E-Statement from your email, Select "File" from the top menu bars and then "Save As" and choose the directory where you want to keep your statements. You can rename the filename for easy access later.

Can I go back to paper statements if I change my mind?

Yes. You may unsubscribe to the E-Statement service by ticking the unsubscribe box in the application form and sending the duly signed completed form by fax, registered post or to clientservices@standardbank.mu

How many recipients can register to receive E-Statements?

Up to 5 email addresses can register to the service.

Is my information secure with E-Statements?

Your E-Statements will be protected by a password only known by the recipient. We strongly suggest that you protect your password and do not share it. We also strongly encourage you to have your e-mail account password protected and change your e-mail password regularly.

What if I cannot access my E-Statements or have any further query regarding the service?

Our Client Services Team will be glad to assist you on any queries you may have. Our Client Services Team can be contacted on +230 4025200 or via email to clientservices@standardbank.mu.

What if my email address changes?

You will have to notify the Bank of any change in your email address by sending us a duly signed amendment form.

What if I want to change my password?

You will have to submit to the Bank a duly signed amendment form to confirm your new password.

Do I need to be registered to Internet Banking/new Business Online to access the E-Statement?

No. E-Statements are issued directly to the email address of the client. The client does not have to log on the internet banking/new Business Online platform to be able to view the statement.

Are there any charges to subscribe to the E-Statement service?

The E-Statement service is currently provided free of charge. However duplicate statement request will be charged as per current tariff.