

## *Check Imaging Q&A*

### **Q. How can I view a check image?**

**A.** Simply click on the check number in Account Access on OnLine banking.

### **Q. A check I wrote has cleared, but there is no check image.**

**A.** Only checks that have cleared after April 1, 2004 are available to view. If the check cleared after April 1, 2004, there can be a 1 – 2 day delay before the image is available OnLine.

### **Q. How do I print a check image online?**

**A.** Simply print the image as you would normally print from within your Internet browser—either by clicking on the Print icon, or by clicking File, then Print.

### **Q. Is there a fee for viewing check images?**

**A.** There is no fee for viewing your check images via OnLine.

### **Q. Can I get an image of a check that is not available Online?**

**A.** Yes, just contact our Account Service department. There is a fee of \$1.50 per copy.

### **Q. How long will my check images be available online?**

**A.** Check images will be available for online viewing for 90 days after clearing your account.

### **Q. Can I view my check images online without signing up for OnLine Access?**

**A.** No, viewing check images online is only available to OnLine users.

### **Q. Can anyone else see my checks online?**

**A.** No. Only you and other authorized joint account holders are able to view your checks.