



## Important Information Regarding Your Account:

**Effective October 1st**, TrailWest Bank will be instituting a \$3 monthly fee for paper statements for all account types, excluding Liquid Gold Accounts.

This fee will be waived if you maintain a minimum balance of \$5,000 in your account.

### Go Paperless!

Receiving your statement online is **FREE, SECURE, AND CONVENIENT.**

No more waiting for the mail or risking someone stealing your statement from your mailbox!

Get your statement delivered fast and securely by signing up for Paperless Statement delivery through Online or Mobile Banking.

### Questions?

We offer extended Customer Service hours for your convenience:

Monday - Friday: 7 am - 9 pm  
Saturday: 9 am - 5 pm

Call (406) 523-5419  
or Chat with us at  
[www.trailwest.bank](http://www.trailwest.bank)

## HOW TO GO PAPERLESS:

1) LOG INTO YOUR ONLINE OR MOBILE BANKING. NOT A USER YET? VISIT [WWW.TRAILWEST.BANK](http://WWW.TRAILWEST.BANK) AND SELECT ENROLL IN DIGITAL BANKING ON THE HOME PAGE.

2) FROM THE MENU ON THE LEFT SIDE OF YOUR SCREEN, SELECT "SETTINGS," AND "STATEMENT DELIVERY."

\*\*IN THE TRAILWEST MOBILE APP, SELECT THE MENU BUTTON IN THE UPPER LEFT HAND CORNER.\*\*

3) SELECT THE  NEXT TO THE ACCOUNT(S) YOU ARE EDITING STATEMENT DELIVERY FOR.

4) SELECT "E-STATEMENT" IN THE DELIVERY TYPE DROP DOWN AND ENTER YOUR EMAIL ADDRESS. SELECT "SAVE."

PLEASE NOTE: THE "E" IN E-STATEMENT STANDS FOR ELECTRONIC NOT EMAIL. STATEMENTS ARE **NOT** EMAILED FOR YOUR SECURITY.

5) TO VIEW YOUR STATEMENT, SELECT "TRANSACTIONS" AND "STATEMENTS" FROM THE MENU. YOU WILL BE ASKED TO VERIFY THAT YOU CAN VIEW YOUR PDF STATEMENT BY RECEIVING A PDF CODE. ENTER THE CODE AND SELECT "VERIFY."

\*\*\*THIS STEP IS ONLY REQUIRED ONE TIME, TO VERIFY PDF DOCUMENTS CAN BE VIEWED.\*\*

6) CHOOSE THE ACCOUNT AND STATEMENT DATE YOU WISH TO VIEW AND SELECT "GET STATEMENT." YOUR STATEMENT WILL APPEAR IN ANOTHER BROWSER WINDOW.

7) SAVE OR PRINT THE PDF STATEMENT.

# DIGITAL BANKING

Enjoy the convenience and ease of Digital Banking services that allow you to manage your accounts, anytime, anyplace! Giving you the freedom to bank your way!

## Bank Your Way

### ONLINE BANKING

Access your accounts through our secure website 24/7. Check your account balance, pay bills, transfer funds, reorder checks, and more all from the convenience of your PC or laptop.

### MOBILE BANKING

Manage your accounts, transfer funds, pay your bills, and more with the TrailWest Bank Mobile App. Available on Apple and Android devices.

### REMOTE DEPOSIT

Make unlimited check deposits on your schedule through our TrailWest Bank Mobile App. For higher volume remote deposits, we offer remote scanner rentals to allow our business customers the ability to deposit multiple checks from their office.

For more information on remote scanners, contact [ACHGroup@trailwest.bank](mailto:ACHGroup@trailwest.bank).

### ACH SERVICES FOR BUSINESSES

Business banking customers enjoy all the standard and secure features of online and mobile banking plus ACH capabilities such as Payroll Direct Deposit, batch or single payments, and collections directly to/from your business checking account.

For more information or to setup a demonstration send an email to [ACHGroup@trailwest.bank](mailto:ACHGroup@trailwest.bank).

### PAPERLESS STATEMENTS

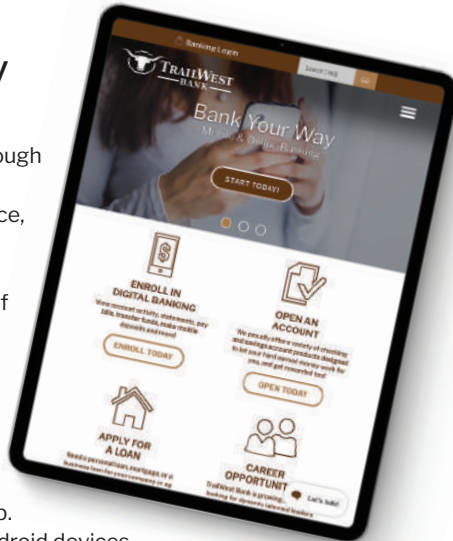
Tired of waiting for the mail and paying a fee for a paper statement? Get your statement delivered faster and at no cost by signing up for paperless statement delivery through Online banking or on the TrailWest Bank Mobile App.

### PHONE BANKING

24/7 telephone banking available at (866) 279-3001. Check your balance, transfer funds, and more.

### CHAT

Text or Video chat with a local TrailWest Customer Service Representative on our website ([www.trailwest.bank](http://www.trailwest.bank)), 7am–9pm MST Monday–Friday and 9am–5pm MST on Saturdays.



### MANAGE YOUR DEBIT CARD

Monitor transactions on your debit card to prevent unauthorized use with the brella App. With brella you can enable transaction controls, place a temporary block on your card, submit a travel notice, and send instant money via person-to-person (P2P) payments from your smartphone or tablet!



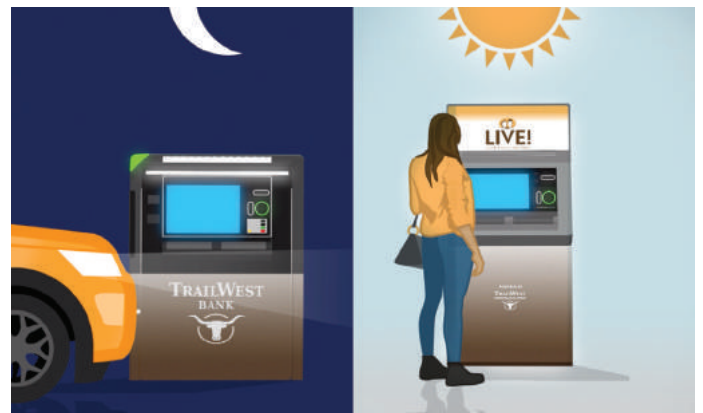
### DIGITAL WALLET

TrailWest Bank Debit cards are compatible with the following Digital Wallets: Apple Pay, Google Pay, and Samsung Pay, as well as wallets on Apple and Garmin wearable devices.



### LIVE!

LIVE! (Local Interactive Video Experts) is the speed and convenience of an ATM with the personal touch of working with a local TrailWest team member. Simply touch the screen and you will be connected to a local LIVE! team member who can help you with just about any transaction, 7 days a week! From transfers, payments, deposits, and withdrawals, to advanced video chat technology and extended hours, LIVE! accommodates the needs of our busy customers, making life a little easier!



Refer to the Locations & Hours page to see all our LIVE! locations.

### ALLPOINT ATM NETWORK

As a TrailWest customer you have access to over 55,000 Surcharge-Free ATMs worldwide, with over 43,000 locations in the United States alone.



### EXTENDED SUPPORT HOURS

Questions? We have extended hours to help you faster! Call (406) 523-5419 anytime between 7am–9pm MST Monday–Friday and 9am–5pm MST on Saturdays. You will enjoy friendly service from a local, Western Montana representative.