

Personal Online Banking Online Statements *Enrollment Guide*

Mercantil Commercebank's Online Statements Services are the faster, safer and environmentally friendly way to view your online statements via our secure online banking.

Enroll today using our Personal Online Banking and avoid delays in receiving your statements and reduce the chances of falling victim to identity theft in the event that your paper statements get lost or stolen.

The Online Statements replaces regular paper statements and provides you the flexibility of viewing your account information online 24/7 anywhere you have access to your Mercantil Commercebank Personal Online Banking Service.

Enroll today in the Online Statement Service by following the simple steps outlined in this guide.

Getting Started

Log In and View Account Information

1. Go to www.mercantilcb.com and log in to Personal Online Banking.
2. Once on the **Account Summary** page, ensure that the Account you would like to set up for this service is enrolled on to Personal Online Banking as indicated below.

Account Summary February 23, 2011
Welcome Last Login: February 23, 2011 09:47 AM (EST)
You have 5 new [messages](#)

To view detail on a specific account, please click on the account number link.

ASSETS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank		Checking Account		2,004.54	2,004.54
Total				2,004.54	2,004.54

- a. If the Account appears, proceed to the **Enrolling Your Account for the Online Statements Service** section of this guide.
- b. If the account does not appear, select the **Add/Remove Accounts** option from the **Customer Service** menu. Enter the account number, account name, select the account type from the dropdown and click **Continue**. Your account should appear on the Account Summary page within 24 hours, at which time you can proceed to the **Enrolling Your Account(s) for the Online Statement Service** section of this guide manual to set up your account for this service.

Customer Service - Add/Remove Accounts July 13, 2010
USERID USERID

Add Account

Account Number Account Name Account Type Agency
Checking Account Mercantil Commercebank, NA

Remove Account

Please select the corresponding checkbox, appearing to the right of the account you wish to remove from the service. Your selection will only remove the account from your Online Banking profile. An account, which has been selected for removal will be available if you wish to add it to the service again at a later date.

Registered Accounts				
Bank	Account Name	Account Type	Account Number	Remove Account
Mercantil Commercebank	USERID USERID	Checking Account	*****1206	<input type="checkbox"/>

Enrolling Your Account(s) for the Online Statements Service

1. Select the **Online Statements** option from the **Special Services** menu and click on the **Manage Online Statements** from the dropdown menu.

Account Summary February 23, 2011
Welcome Last Login: February 23, 2011 09:47 AM (EST)
You have 5 new [messages](#)

To view detail on a specific account, please click on the account number link.

ASSETS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank		Checking Account		2,004.54	2,004.54
Total				2,004.54	2,004.54

- Select the Account you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number column from the **Manage – Online Statements** screen and click the **Add** button.

Manage - Online Statements

February 23, 2011

USERID

Mercantil Commercebank offers you free **Online Statements "eStatements"**.

If you wish to monitor your finances with maximum security and confidentiality, you can replace the hard copies of your monthly statements, sent via regular postal service, with the convenient and efficient eStatements, accessible through our Online Banking services.

At the end of each calendar month, you will have access to your Online Statements corresponding to the past 12 months. In the case of credit cards, statements will be available at the end of each billing cycle. Just choose the Special Services option of the Online Banking service.

If you choose eStatements, and still need a complementary hard copy of your banking statements, you can request it sending us a Secure Message via our Online Banking service.

If after choosing eStatements, you prefer to receive your statements via postal service, you can switch back to the regular hard copy statements by accessing the Special Services option in our Online Banking service.

Add Accounts

Select the account you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number.

Account Name	Account Type	Account Number	Add
	Checking Account		<input checked="" type="checkbox"/>

ADD

- Once account has been selected, you will be prompted to the **Manage – Online Statements – Add Account** screen. Enter a valid e-mail address where you would like to receive an email enrollment confirmation notice and press **Next**.

Manage - Online statements - Add Account

February 23, 2011

USERID

Please enter the e-mail address to which you would like to be notified when the account statement is ready to be viewed and press **Next**.

Bank	Account Name	Account Type	Account Number
Mercantil Commercebank		Checking Account	

Notification E-mail Address:

Please Reenter the E-Mail address:

If you have problems with the @ character, please click here

Note: Please be advised that the Notification E-Mail address entered will be linked to the account displayed above and it will not replace the existing e-mail address we may have on file. Additional changes to your existing profile can be made through the "Update Information" option from the "Customer Service" menu.

BACK **NEXT**

- Once account has been selected, you will be prompted to the **Online Statement Agreement** screen, which sets forth the terms and conditions governing the Mercantil Commercebank Online Statement Service. To continue the registration process of your Online Statements Services, click the **Accept** button. This will complete the registration process.

Manage - Online statements - Add Account

USERID

Online Statement Agreement

This Online Statement Agreement sets forth the terms and conditions governing Mercantil Commercebank's Online Statement service (the "Service"). In this Agreement, "you," "your," and "yours" mean the owner(s) of the account and any other authorized user(s) of the Service. The words "we," "us," "our," and "Mercantil Commercebank" mean Mercantil Commercebank, N.A. The word "account" means any one or more checking or savings accounts for which the Service is provided, however, you will need to sign up each account separately for the Service. The term "Online Statement" means an electronic statement of account made available to you online in accordance with the provisions of this Agreement. By clicking on "I Accept" at the end of this Agreement and each time the Service is used, you (and, if more than one, each of you jointly and severally) agree to the following terms and conditions. With any personal computer that meets the minimum requirements, you may electronically access your monthly statement of account by using your own personal access code for Online Banking.

The current minimum requirements are: (i) your status as a Mercantil Commercebank Online Banking customer, (ii) Pentium or PowerPC processor, (iii) web-browsing (HTTP) and e-mail (POP3) access to the Internet (World Wide Web), (iv) Adobe Acrobat Reader 4.0 or higher, and (v) at least 30 megabytes of available hard disk space. In order to retain Online Statements for your records, you must also have printer capabilities. You acknowledge that you understand these requirements and that your computer meets them.

You are solely responsible for the proper installation, maintenance, and operation of your personal computer and peripherals, operating system, web and e-mail software, and Online Statement reading and printing software. You are also solely responsible for all aspects of your e-mail account and Internet connection service.

From the date you enter into this Agreement, we will no longer send printed statements of account to your mailing address of record. Instead, all statements will be Online Statements unless and until the Service is terminated or suspended. Each month (or quarter, in the case of savings accounts with no activity) you will receive a notification by e-mail that the Online Statement for the account is available on our Online Banking website (the "Online Banking Site"). You will then have to log onto the Online Banking Site using your personal access code for Online Banking in order to view, print, and/or download the Online Statement. We will not e-mail or otherwise transmit Online Statements to you, our only obligation being to make them available to you on the Online Banking Site.

PRINT ACCEPT CANCEL

VERSION EN ESPAÑOL

For security reasons, you will be receiving an e-mail confirmation notice to the e-mail address you entered within 24 hours. Should you not receive an email confirmation of enrollment within 24 hours, there is a possibility that we were unable to process the enrollment request. We ask that you please register once again and submit a valid email address by way of the Manage Online Statements screen. Your notice will appear as of your next statement cycle. From that point on, we will send you an e-mail notification letting you know that your current statement is ready for online viewing.

Viewing Your Online Statements Once Enrolled

1. Go to www.mercantilcb.com and log in to Personal Online Banking.
2. Select the **Online Statements** option from the **Special Services** menu and click on the **Download Notices** displayed within the dropdown menu.

Download - Online Statements February 23, 2011

USERID

Select the account you would like to view from the display column and click the "Continue" button.

Bank	Account Name	Account Type	E-mail Notification Address	Account Number	Display
Mercantil Commercebank		Checking Account			<input type="radio"/>

[CONTINUE](#)

Note: Electronic Statements are only available at time of enrollment. Any account removed from the service would still be available until the end of the period in which it was removed.

[PRINT](#)

3. Select the account you would like to view from the **Display** column and click the **Continue** button.

Download - Online Statements February 23, 2011

USERID

Select the account you would like to view from the display column and click the "Continue" button.

Bank	Account Name	Account Type	E-mail Notification Address	Account Number	Display
Mercantil Commercebank		Checking Account			<input checked="" type="radio"/>

[CONTINUE](#)

Note: Electronic Statements are only available at time of enrollment. Any account removed from the service would still be available until the end of the period in which it was removed.

[PRINT](#)

- a. Select the **Online Statement** cycle from the dropdown menu and click the **Continue** button.

Download - Online Statements February 23, 2011


USERID

Bank	Account Name	Account Type	E-mail Notification Address	Account Number
Mercantil Commercebank		Checking Account		

Please select a statement cycle from the dropdown box and click "continue".

[CONTINUE](#) [BACK](#)

You'd need Adobe Acrobat Reader in order to display and print your electronic statements. Click on the Acrobat logo below to install.



important information
for customers in the U.S.

important information
for our international
customers

4. You will now be able to view your Online Statement in .PDF format.


Mercantil Commercebank 3111 N.W. 107th Avenue E Images 4
Miami, Florida 33172
www.mercantilcb.com

S t a t e m e n t o f A c c o u n t

1-24	43	3111 N MIAMI AVE MIAMI FL 012111 DDA PUR		25.45-
1-25	38	HOME GOODS IAMI FL DDA PUR	M	32.09-
1-25	38	DDA PUR PANERA BREAD		10.64-
1-25	38	CORAL GABLES FL DDA PUR		10.00-

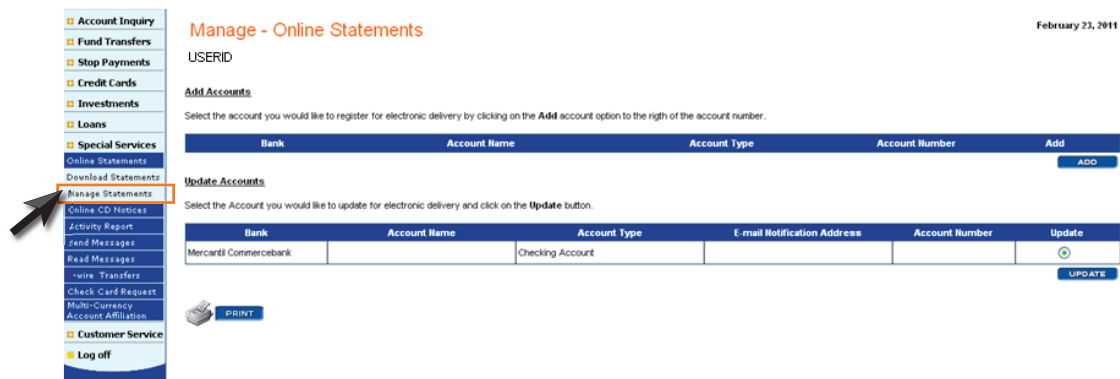
Updating the E-Mail Address linked to Your Online Statements

1. If you have enrolled onto the Online Statements Service and would like to make changes to the e-mail address on record, select the **Online Statements** option from the **Special Services** menu and click on the **Manage Notices** option displayed within the **Online Statements** dropdown.



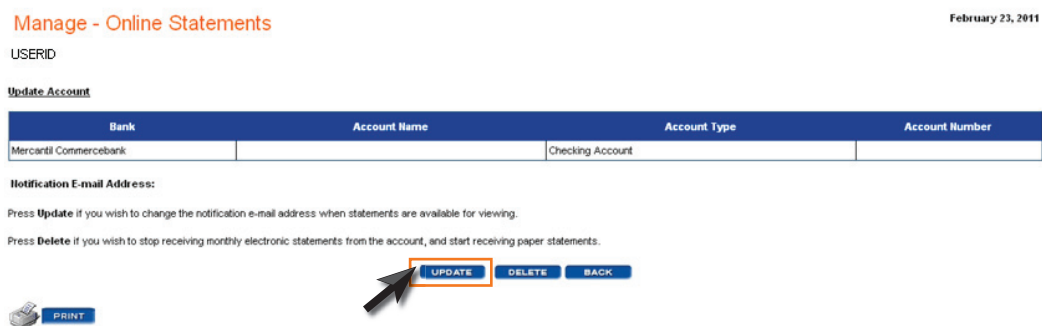
The screenshot shows the 'Manage - Online Statements' page. On the left is a navigation menu with 'Manage Statements' highlighted. The main content area includes a 'Manage - Online Statements' header, a 'USERID' field, and two sections: 'Add Accounts' and 'Update Accounts'. The 'Update Accounts' section contains a table with columns for Bank, Account Name, Account Type, E-mail Notification Address, Account Number, and Update. A 'PRINT' button is visible below the table.

2. Select the account you would like to update from the **Update Accounts** section and click the **Update** button from the **Manage - Online Statements** screen.



This screenshot is similar to the previous one, but the 'Update' button in the 'Update Accounts' table is now highlighted with a red box and a black arrow. The 'Update' button in the table has a green checkmark icon.

3. Once selection is completed, click **Update** to change the e-mail address, where you will receive your enrollment confirmation for this service.



The screenshot shows the 'Update Account' page. It features a table with columns for Bank, Account Name, Account Type, and Account Number. Below the table is a section for 'Notification E-mail Address' with instructions on how to use the 'Update', 'Delete', and 'Back' buttons. The 'UPDATE' button is highlighted with a red box and a black arrow. A 'PRINT' button is also visible.



Getting Help

Should you have any questions regarding the Online Statement Services, please contact us at:

Online Support Call Center

Toll-free from the U.S.:	1-866-806-8125
Toll-free from Venezuela:	0-800-100-5469
From other Locations:	305-629-1260

Hours of Operation

7 a.m. – 12 midnight, Monday through Sunday EST