CIVISTA® BANK

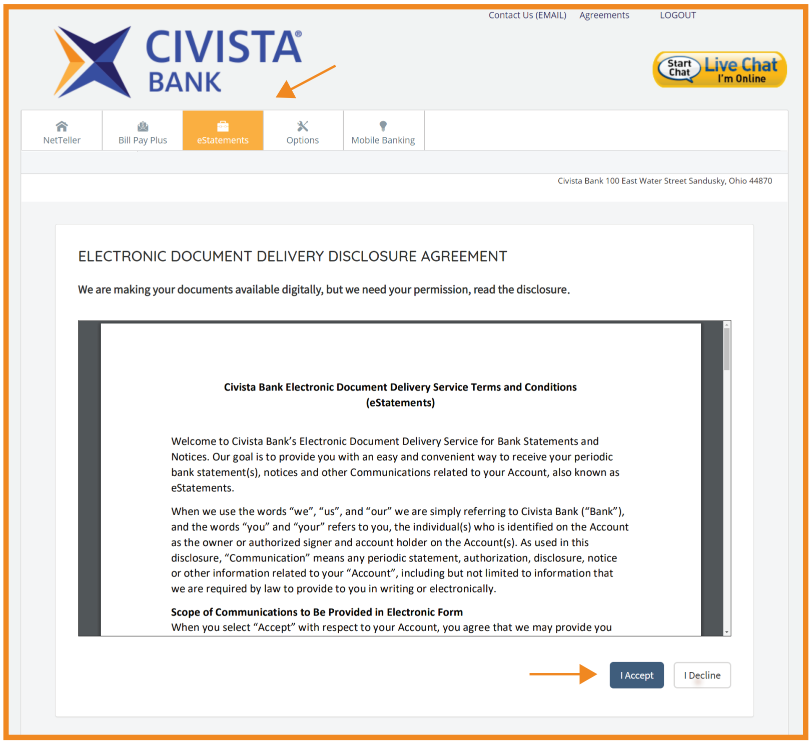
Civista eStatements

New & Improved eStatement Portal

Customers accessing their eStatements will see an improved portal design with new enhancements. In addition to the new look, customers will also be asked to review and accept Civista's updated Electronic Document Delivery Service Terms and Conditions. If you decline the updated disclosure, your statement delivery preferences for all of your accounts will revert to mailed paper statements. Please keep in mind, a paper statement option fee may apply. Refer to your account disclosures for more details.

How to accept the updated disclosure:

1. Log into your Civista online banking account and navigate to the eStatements Tab.
2. Once clicking on the tab, you will be able to review the updated terms and conditions. Click the 'I Accept' button found in the bottom right corner of your screen, to acknowledge that you have read and accepted the terms and conditions.



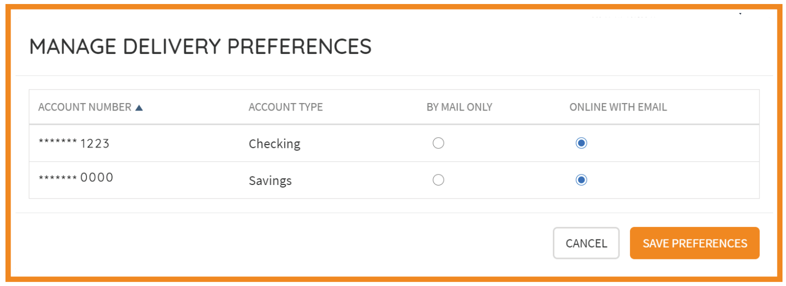
After accepting Civista's Electronic Document Delivery Service Terms and Conditions, all accounts where you are the primary owner will be automatically enrolled for eStatements and notices.

You will have access to any statements and associated documents available for electronic document delivery in your portal going forward.

New Features & Settings

Manage Delivery Preferences

Customers can manage their delivery preferences at the account level by clicking on the ‘Delivery Preferences’ button. Keep in mind, a paper statement option fee may apply. Refer to your account disclosures.



Email Notifications

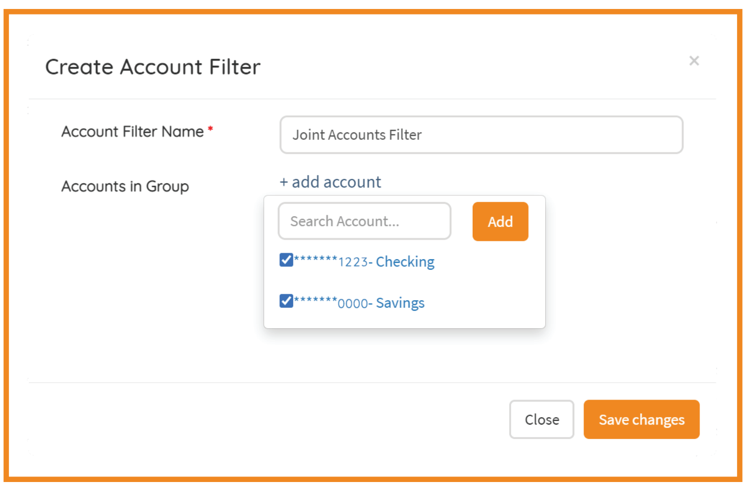
Customers will receive an email notification for accounts enrolled for electronic delivery when any new statement or notice is ready to review in the portal. *Please note that these notifications will no longer have your security phrase in the subject line.*

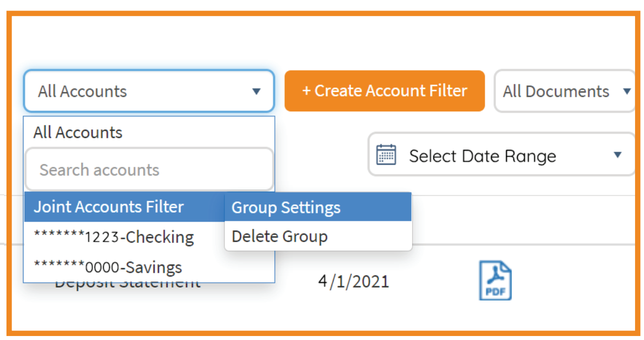
Viewing eStatement, Notices & Other Documents

Civista’s new eStatement Portal allows customers to view statements and documents by specific account, document type, date range and account groups.

To set up an account group, click the ‘Create Account Filter’ button. Choose your filter name and add the appropriate accounts before saving your changes. *For example, you could create a filter to see all of your accounts which have a joint owner.*

You will be able to access this filter group under the ‘All Accounts’ drop-down menu. From the drop-down menu, you can delete the group or make changes to the group’s settings.





Questions? We’re here to help.

Digital Banking 844.842.0268