

E-Documents Instead of Paper

Receive Your Bank Statements Electronically as PDFs in Your Online & Mobile Banking



Key Information on E-Documents

By using e-documents, you have the option of:

- Receiving bank documents electronically as PDFs and reviewing them in your document box
- Opening bank documents by selecting the corresponding link
- Downloading multiple bank documents at a time as a ZIP file
- Searching for e-documents according to specified criteria
- Customizing your document box

How We Ensure Security for You

- Credit Suisse protects your data with the latest state-of-the-art security systems
- Ongoing investment in technical security solutions
- Up-to-date security information is available at credit-suisse.com/security

Requirements

- Online Banking contract including e-documents
- Adobe Acrobat Reader for opening the documents

To ensure that the electronic signature on the documents can be checked, we recommend Adobe Reader. Download from adobe.com.

Your Benefits

- Fast – available anywhere, anytime
- Secure – thanks to digital signature
- Free – you do not incur any fees
- Convenient – access whenever you like
- Environmentally friendly – reduces paper waste

Client Center

You can find your document box in the Client Center section. We offer you a comprehensive overview of your bank statements as well as an integrated search function. We show you the unopened documents and you also have the option of reviewing all the documents you have already opened as well as downloading and saving them locally.

Services at a Glance

Digital Signature

E-documents bear digital signatures. The digital signature confirms that the electronic documents were created by Credit Suisse and have not been altered.

Retention

E-documents remain available in Online Banking for two years unless deleted by the user. We recommend that you save the documents to a separate data carrier.

Available Documents

You will receive bank documents from various areas as e-documents, such as payment transactions, securities, closing documents, treasury, corporate action, and tax documents. We are continuously expanding the product range

Tax-Related Documents

Tax-related documents (e.g. statements of interest) are only valid as originals if they are forwarded electronically. Practice varies among tax offices. Some accept paper printouts of the electronic documents, whereas others require the original to be forwarded electronically.

Ordering of Additional Bank Statements

If necessary, bank documents can be ordered subsequently as paper copies. In some circumstances this service may be subject to a charge.

Do your part for the environment by using less paper

Find Out More

Online Banking – Information at a glance:

credit-suisse.com/onlinebanking

Our **Online Banking Support** will be happy to respond to any questions or concerns:

Call 0844 800 888* within Switzerland

Call +41 844 800 888* or +41 44 657 36 40* from abroad

Mon–Fri 8.00–22.00; Sat–Sun 9.00–16.00

* Telephone calls may be recorded for security reasons and for training purposes.
Standard connection rates apply (Swisscom). Mobile phone and international rates as well as the charges of other providers may vary.

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