

## FAQ: Tax Documents Available Online

**1. What is changing?**

Beginning **January 8**, customers can access their tax documents through **Online Banking** or the **Mobile App**.

**2. Which tax documents will be available online?**

Customers will be able to view and download documents such as **1099-INT** and other applicable tax forms.

**3. Will customers still receive paper copies?**

Yes. Paper copies will continue to be mailed as usual. This is an additional option for customers who prefer digital access.

**4. How can customers access their tax documents online?**

- **Online Banking:** Log in → Navigate to **Documents** or **Statements** → Select **Tax Documents**.
- **Mobile App:** Log in → Tap **Menu** → Go to **Documents** → Select **Tax Documents**.

**5. Is there a fee for accessing tax documents online?**

No. This service is free for all customers.

**6. Are the documents secure?**

Yes. Documents are available only after logging into Online Banking or the Mobile App, which uses secure authentication.

**7. What if a customer cannot find their tax document?**

Confirm the document has been generated:

- The interest amount may be below the threshold to require reporting to the IRS:
  - **1099-INT ≥ \$10**
  - **1099-MISC ≥ \$600**
  - **1098 ≥ \$600**
- Contact Operations if the document is still missing.