

We are going GREEN!

1st December 2022

Dear Valued Customer,

We are excited to be part of the movement to protect our environment for our loyal customers and their families. At National Bank of Dominica Ltd., we are always looking for ways to serve you better. We appreciate the value of convenience, and security to you, our cherished customer.

To kick-off the New Year 2023, **effective 1st January, 2023, you will be receiving your account statements electronically**, except for our elderly customers who will continue to use their passbooks. Our goal is to allow you to check your account information and transaction records anytime, anywhere via Internet Banking, Mobile Banking and e-Statement services, in an environmentally sustainable manner.

Your statements will be delivered free to your MoBanking account, where you can easily access them in a more secure and convenient way.

If you do not have MoBanking access, we encourage you to sign up **TODAY** to be able to view your statements and complete your transactions anytime, anywhere at your own convenience.

Here are a few great benefits of electronic statements:

Feel good about fighting climate change – Moving away from paper statements saves trees. It also reduces greenhouse gas emissions associated with paper manufacture, printing, and distribution.

If all our customers made the switch to digital, we could slow the pace of deforestation and increase the levels of clean, healthier air in our environment.

Enjoy easy, anytime access – You can view your statements as soon as they become available without having to wait for them to be mailed to you. Simply log in at home or on the go.

Gain greater security – Your electronic documents are more secure than paper statements which can end up in the wrong hands. Access your account statements safely and securely online.



If you have any questions, please:

- Refer to our Frequently Asked Questions on our website, www.nbdominica.com/estatemnts/; or
- Contact us at 767-255-2300, WhatsApp 767-265-2300 or email us at customersupport@nbd.dm

Sincerely,

Annette Severin-Lestrade
Annette Severin-Lestrade
Managing Director

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Frequently Asked Questions

What is an electronic statement?

It is the electronic delivery of your periodic statement through MoBanking. It contains the same information as your paper statement. You can easily view, save or print your statement at your convenience.

What do I need to view my electronic statements?

You will require access to our MoBanking platform.

Your electronic statements will be delivered as an Adobe Portable Document Format (PDF) file. To access and retain a PDF file, you need Adobe Reader (version 6.0 or higher). This software can be obtained free of charge.

When will my statements become available online?

Your electronic statements will be provided monthly and can be viewed from the first day of every month.

How do I view my statements?

Your statements will be available on MoBanking. Follow the instructions below to access and view your statements.

Using your browser:

- Log in to MoBanking.
- In the “Accounts” section on the menu to the left, go to “Download Statement”.
- Click on the dropdown menu to select the account and statement you wish to see; then click “Download”.
- Open the Adobe Portable Document Format (PDF) file to view your statement.

Using the MoBanking App:

- Log in via the MoBanking App.
- On the home page select the account for your statement.
- Click the envelope icon on the top left.
- Select the period required and download the statement
- Open the downloaded file

Can I view my cancelled cheques?

Your cheque images will appear as usual on your electronic statements.

How far back can I access my electronic statements?

You can access up to ten (10) statements on your MoBanking account. You may save or print your statements as needed.

Can my joint account holder view the electronic statement?

Yes, as long as the joint account holder has access to MoBanking.

How much do electronic statements cost?

Electronic statements are free.

What if I need a paper copy of my statement?

You can print a copy of your electronic statements if a physical copy is needed.