

Troubleshooting eStatement Issues

Frequently Asked Questions

How do I find the account I'm looking for?

Accounts and loans are grouped by type - Checking, Loan, Savings, Time, and Visa. Each account will be listed with the **last four digits** of the account or loan number displayed. Similar account types may have the same last four digits. Click **View Statement** to review your statement and confirm the account number.

Please note that this is for statements January 2019 forward. For previous statements, you'll find them under the primary statement account or you can give us a call.

Savings Statements

Savings Statements - *****0100

[View Statement](#)

[View History](#)

[View Notice](#)

Savings Statements - *****8599

[View Statement](#)

[View History](#)

[View Notice](#)

What if I get the message, "Awaiting Statement"?

If you see the message "Awaiting Statement," you don't have a statement tied to the account.

Most Recent Statement for Checking Statements - *****0800

Awaiting Statement

What if I get a "Session Expired" error when I log in?

If you are using a **Microsoft Edge** or **Internet Explorer** browser, you'll need to add the eStatement URL (<https://ebank.hepsiian.com>) to your Trusted Sites. If you are using **Safari**, you'll need to make sure the Prevent Cross-Site Tracking setting is turned off. Please call us if you need help.

Expired

Your session has expired.

[TRY AGAIN](#)