

E-documents instead of paper

Receive your bank statements electronically as PDFs in your online and mobile banking.

Key information on e-documents

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

- Receiving bank statements electronically as PDFs and reviewing them in your document box.
- Opening bank statements by selecting the corresponding link.
- Marking unopened bank statements as read or opened ones as unread.
- Downloading multiple bank statements at a time as a ZIP file.
- Searching for e-documents according to specified criteria.
- Customizing your document box.

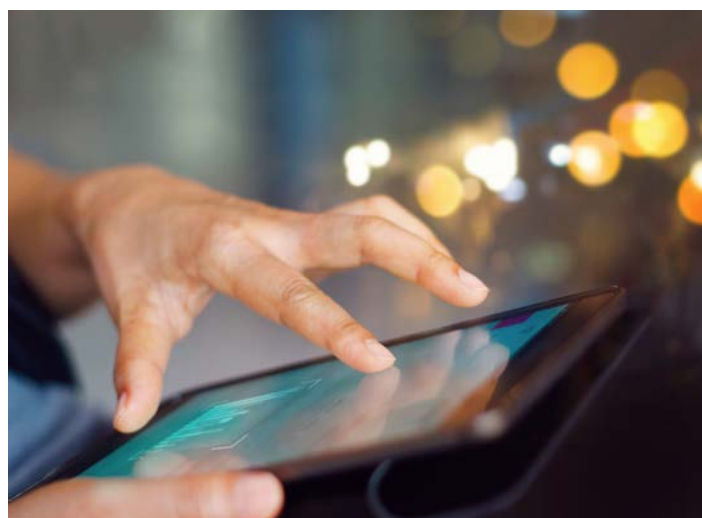
How we ensure security for you

- 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 can be found at: [credit-suisse.com/security](https://www.credit-suisse.com/security)

Prerequisites

- Online banking contract including e-documents
- Adobe Acrobat Reader to open the e-documents

To ensure that the electronic signature on the documents can be checked, we recommend Adobe Reader. Download at [adobe.com](https://www.adobe.com).



Your benefits

- Fast – all documents can be viewed immediately in your online banking and are available for 36 months.
- Convenient – thanks to the filter function, find specific documents (e.g. for your tax return).
- Free of charge – no fees for you.
- Secure – protected by digital signature.
- Environmentally friendly – reduce paper consumption together.

Products and services

In the Products and Services section, under Services, you will find e-documents. We offer you a comprehensive overview of your bank statements as well as an integrated search function.

Services at a glance

Digital signature

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

Availability of electronic documents

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

Bank statements

You will receive bank statements 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 additional bank statements

If necessary, bank statements can be reordered as paper copies. This service may be subject to a charge.

Do your part for the environment by using less paper.

Data source: Credit Suisse unless specified otherwise.

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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* from within Switzerland
From abroad, call +41 844 800 888* or +41 44 657 36 40*

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