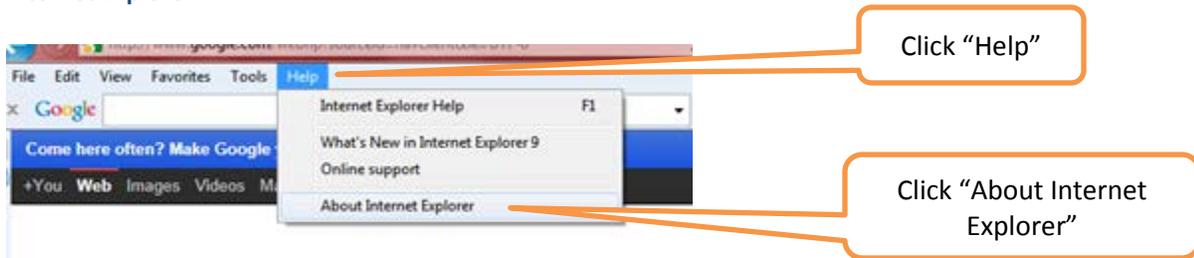


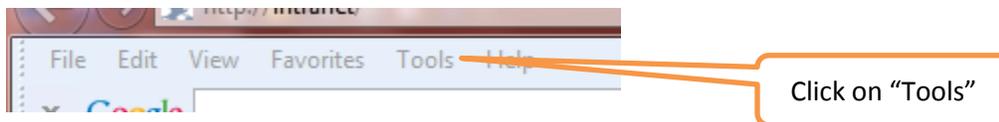
Depending on if you are using Internet Explorer 8 or Internet Explorer 9 you may need to adjust your Internet options. To determine which version you have, click on the “Help” option on the toolbar and then click “About Internet Explorer”.

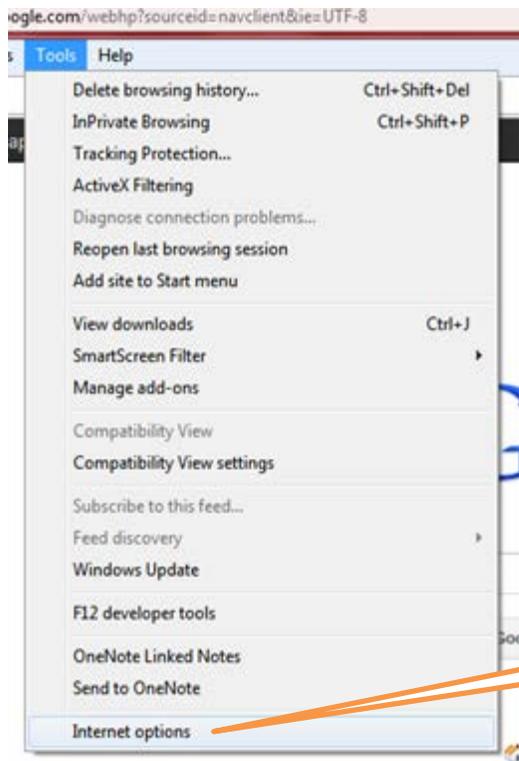


You should get a box like the one below telling if you have internet Explorer 8 or Internet Explorer 9.



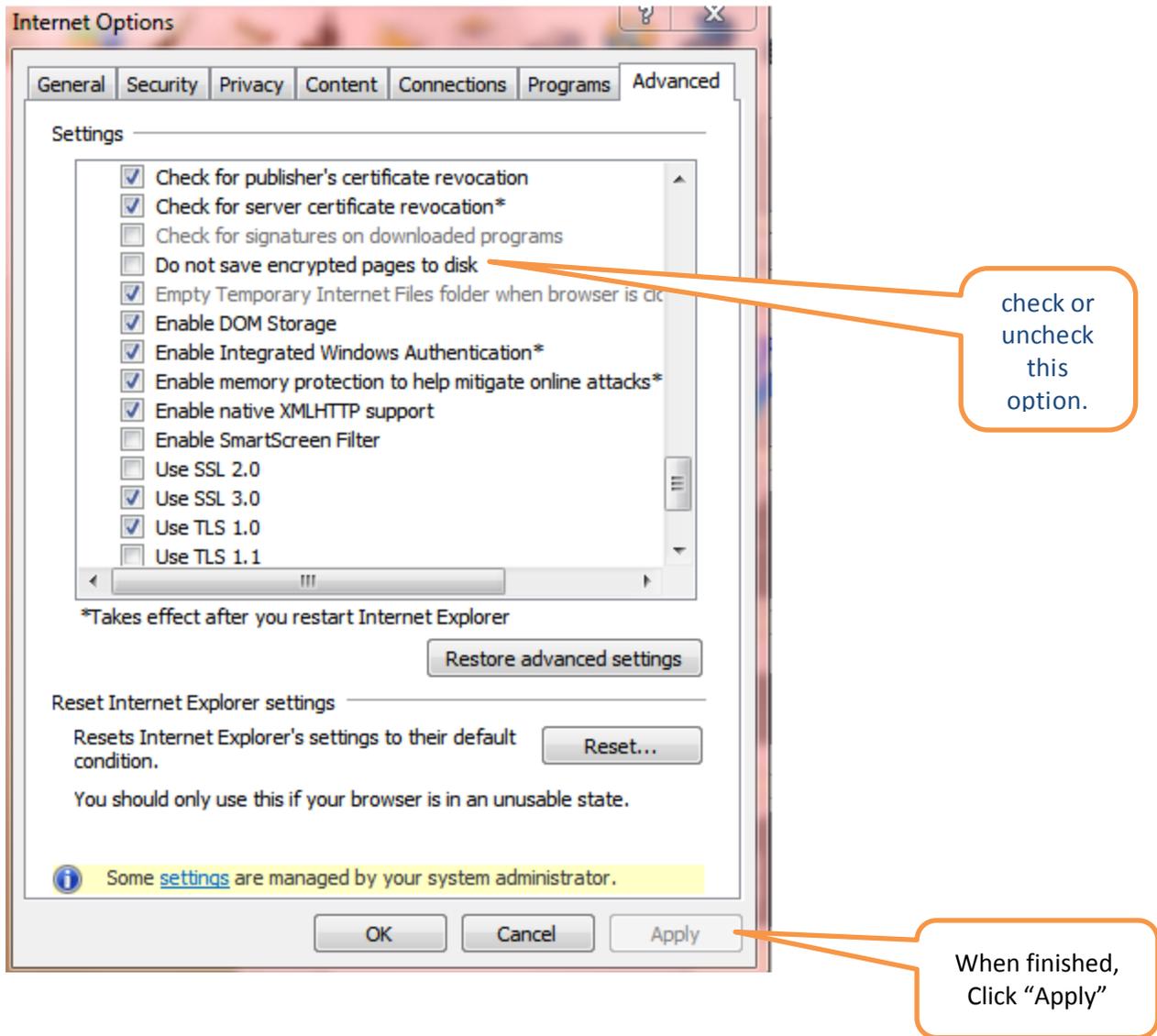
Open a web browser and open your “tools” menu at the top of the screen. You should see a link for “Internet Options” at the bottom of the menu.





Click on "Internet Options"

Click on that link and a box should appear like the one below. If you have Internet Explorer 8 then you will need the "Do not save encrypted pages to disk" box to have a check mark in it, if you have Internet Explorer 9, then the box will need to be unchecked.



Click "apply" at the bottom of the screen and try to download your statement again.

If you need further assistance, please feel free to call customer service at 1-800-326-9486.

Thank you,