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".

File Edit View Favorites Tools	Help	Click "Help"
× Google	Internet Explorer Help F1 What's New in Internet Explorer 9	
+You Web Images Videos M	Online support	Click "About Internet
	And a success shares	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.

()		e mupa	/ merance/		
File	Edit	View	Favorites	Tools Help	
× (Coorle				Click on "Tools



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.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Settings	
 Check for publisher's certificate revocation Check for server certificate revocation* Check for signatures on downloaded programs Do not save encrypted pages to disk Empty Temporary Internet Files folder when browser is CC Enable DOM Storage Enable Integrated Windows Authentication* Enable memory protection to help mitigate online attacks* Enable native XMLHTTP support 	check or uncheck this option.
Enable SmartScreen Filter Use SSL 2.0 Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 *Takes effect after you restart Internet Explorer	
Restore advanced settings	
Resets Internet Explorer's settings to their default Reset	
You should only use this if your browser is in an unusable state.	
Some <u>settings</u> are managed by your system administrator.	
OK Cancel Apply	When finished, Click "Apply"

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,