**Macatawa Bank – ADA Compliance**

**eStatements**

* **Welcome**

Visual: The screens background is of a blue sky filled with white puffy clouds. In the center of the screen, the words, “eStatements. Everything you like” is written on screen. Underneath this are five different circles lined up horizontally. The first is a green circle with a green leaf in it. The second is an orange circle with a meter gauge in it. The third is a yellow circle with a yellow sun in it. The fourth is a brown circle with a padlock in it and the fifth is a red circle with a heart inside. These fall off the bottom of the screen and are replaced by four different colored figures of people.

Audio: If you're like most of us...

Visual: A thought bubble appears above one of the people’s heads. An image of the sun with clouds around it appears in the thought bubble.

Audio: you like helping to protect the environment.

Visual: A thought bubble appears above two of the people’s heads. One thought bubble has an image of a leaf. The other has an image of a green grasshopper in it.

Audio: You know, things that are green.

Visual: A thought bubble appears above one of the people’s heads. It has an image of a piece of paper and a clock in it.

Audio: And having our information available when you need it.

Visual: A thought bubble appears above one of the people’s heads. It has an image of a laptop computer in it.

Audio: With easy access...

Visual: A thought bubble appears above one of the people’s heads. It has an image of a padlock in it.

Audio: and our information has to be fully secure.

Visual: The people disappear from screen and the words, “eStatements. Everything you like” is written on screen. Underneath this are five different circles lined up horizontally. The first is a green circle with a green leaf in it. The second is an orange circle with a meter gauge in it. The third is a yellow circle with a yellow sun in it. The fourth is a brown circle with a padlock in it and the fifth is a red circle with a heart inside.

Audio: eStatements...

Visual: A monarch butterfly flies around on the screen up by the five different circles.

Audio: well they're everything we like.

Audio: And they're free.

Audio: Who doesn't like free.

Visual: An image of a Macatawa Bank Paper Statement appears on screen.

Audio: Sometimes called electronic statements...

Audio: these statements are simply an electronic version of the paper statements you receive through the mail.

Visual: The paper statement disappears and is replaced by a laptop computer. On the computer screen is an image of a Macatawa Bank eStatement.

Audio: Only these are delivered online.

Visual: The five different circles reappear at the top of the screen. The butterfly sits on the enlarged green circle with the green leaf inside. The words, “Green: eStatements help reduce paper waste and greenhouse emission” appear underneath the five circles.

Audio: they're definitely green...

Audio: helping to reduce paper and greenhouse emissions.

Visual: The butterfly flies over to the now enlarged orange circle with the meter gauge inside. The words, “Fast: estatements eliminate postal delays” appear on screen.

Audio: They're fast.

Audio: You'll receive your statements sooner...

Audio: eliminating delays caused by postal mail delivery.

Visual: The butterfly flies over to the now enlarged third circle. This is the yellow circle with the sun inside. The words, “Simple: eStatments help to reduce clutter” appear on screen.

Audio: They're simple.

Audio: Reducing clutter from all those paper statements laying around.

Visual: The butterfly flies over to the now enlarged brown circle with the padlock inside. The words, “Secure: eStatements are recommended by experts” appear on screen.

Audio: And they're very secure.

Audio: In fact...

Audio: because most identity theft occurs through the mail and improperly discarded paper...

Audio: They're recommended by experts to better protect your information.

Visual: The butterfly flies over to the final circle which is the red circle with the heart inside.

Audio: And they're free.

Visual: The five circles disappear from screen and an image of an open laptop computer screen appears in the center.

Audio: Once enrolled...

Audio: you'll receive an email message.

Visual: The words, “Your Statement is ready” appear on the laptop screen.

Audio: Notifying you when a new statement is ready.

Visual: The words, “Log on” appear on the laptop screen. “Log on” disappears and “View Statement” replaces it.

Audio: Simply log on and click to view your statement.

Visual: An image of an eStatement appears on the laptop screen.

Audio: It really is a better way to receive your monthly statements.

Visual: The screens background is of a blue sky filled with white puffy clouds. In the center of the screen, the words, “eStatements. Everything you like” is written on screen. Underneath this are five different circles lined up horizontally. The first is a green circle with a green leaf in it. The second is an orange circle with a meter gauge in it. The third is a yellow circle with a yellow sun in it. The fourth is a brown circle with a padlock in it and the fifth is a red circle with a heart inside.

Audio: eStatements.

Visual: The Macatawa Bank Logo appears above the five circles.

Audio: Everything you like.