

# Country Visions Connect – Paperless Statements FAQ

## *For Current Connect Users*

### **1. Why is Country Visions going paperless?**

As a cooperative, we're always looking for ways to operate more efficiently and return more value to our member-owners. By going paperless, we're reducing printing and mailing costs, which allows us to reinvest those savings into better services, improved patronage opportunities, and long-term benefits for our members.

At the same time, digital statements offer a faster, more convenient, and secure way to access your account information. Plus, reducing paper waste helps us be more environmentally responsible.

If you still prefer a mailed statement, you can update your preferences in the Connect portal.

### **2. When will I stop receiving paper statements in the mail?**

The Country Visions team will mail statements for February 2025. Beginning with March statements, all Country Visions Connect accounts will be switched to paperless. However, if you prefer to continue receiving mailed statements or receive statements via email, you must update your preferences [in the portal](#) before March 25. Otherwise, all statements will be available exclusively through the Connect portal.

### **3. Do I need to opt in to paperless statements?**

No, if you have an active Connect account, your statements will automatically be available digitally through the portal. Paper statements will no longer be mailed unless you change your statement delivery preferences.

### **4. What if I still want a physical statement?**

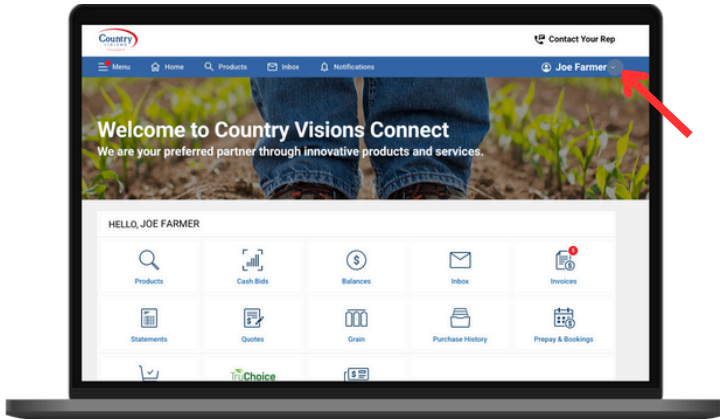
You can download and print your statements directly from the Connect portal at any time. If you prefer to have statements mailed to you, you can opt back into mailed statements by navigating to:

**Log in to Portal > Select Account Name > Account > Statement Delivery > Change Statement Delivery**

Below are more in-depth instructions for changing your statement preferences on both desktop and mobile.

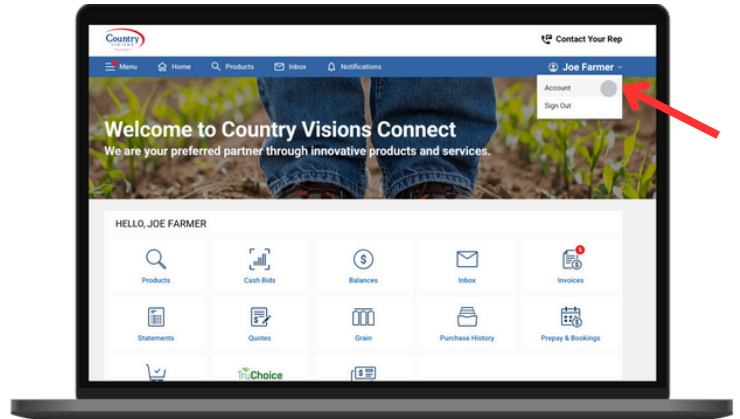
## Step 1:

- Log into the Portal
- Navigate to your Account Name in the top right hand corner of your screen.



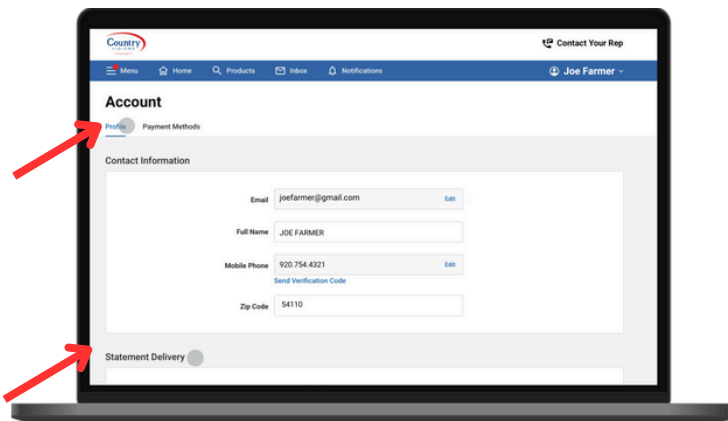
## Step 2:

- Tap on your Account Name to active the drop down menu.
- Select "Account"



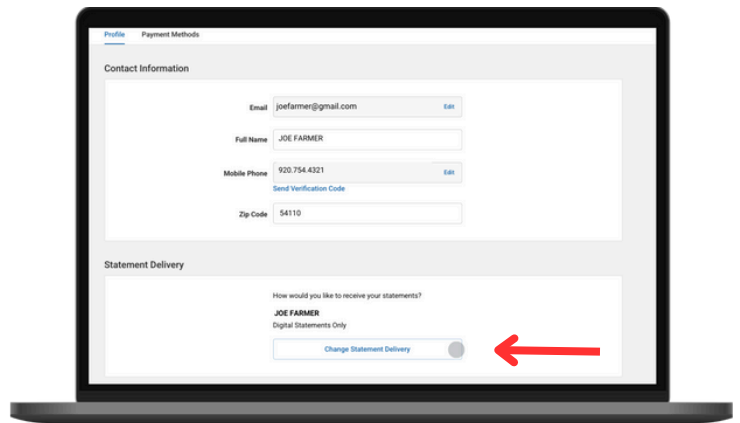
## Step 3:

- Once your account information is visible, select "profile"
- Scroll down to "Statement Delivery"



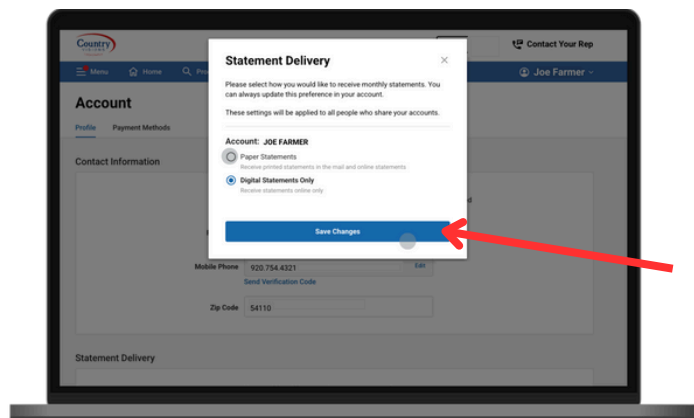
## Step 4:

- Select "Change Statement Delivery"

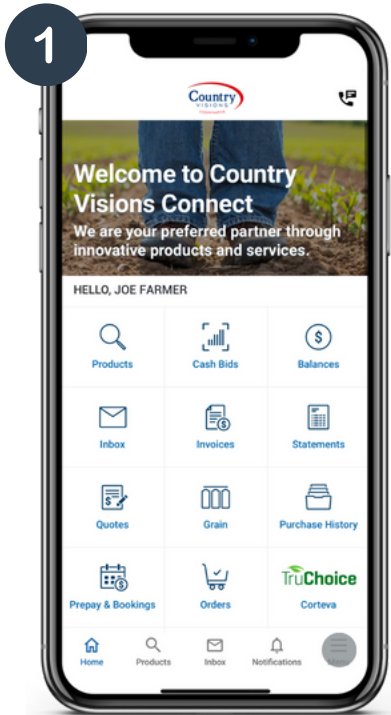


## Step 5:

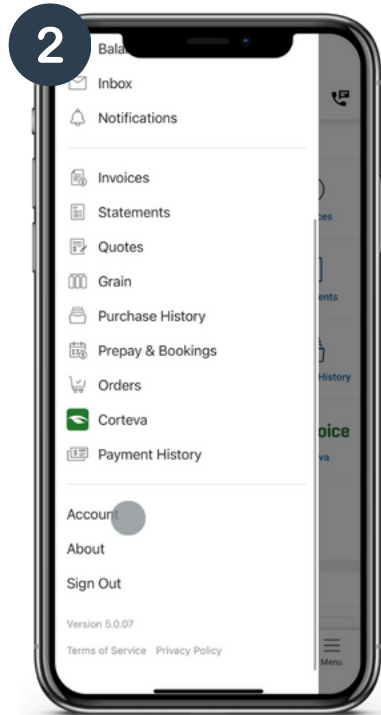
- Select "Paper Statements" if you wish you continue receiving mailed statements.
- Select "Save Changes"



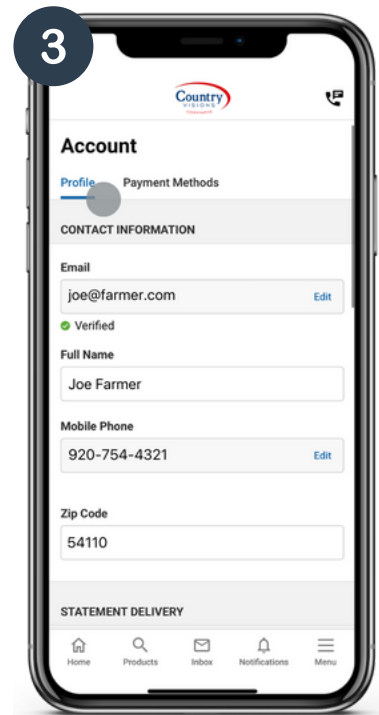
Log in to Country Visions Connect  
Navigate to "Menu"



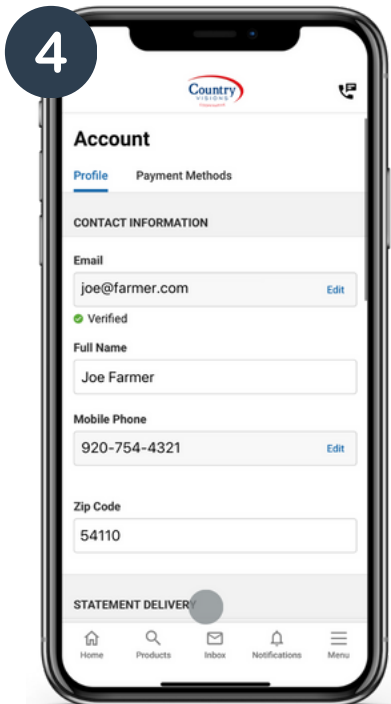
Select "Account"



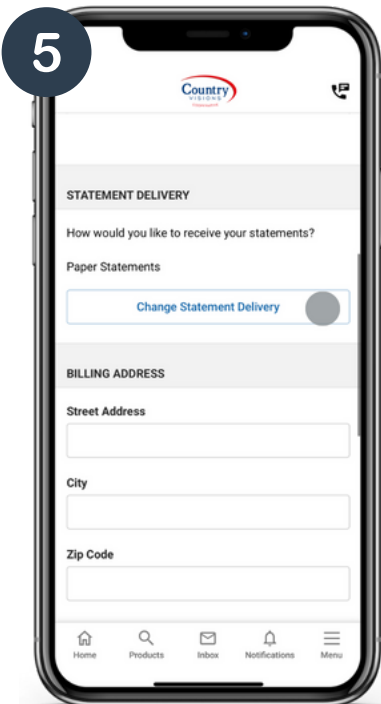
Select "Profile"



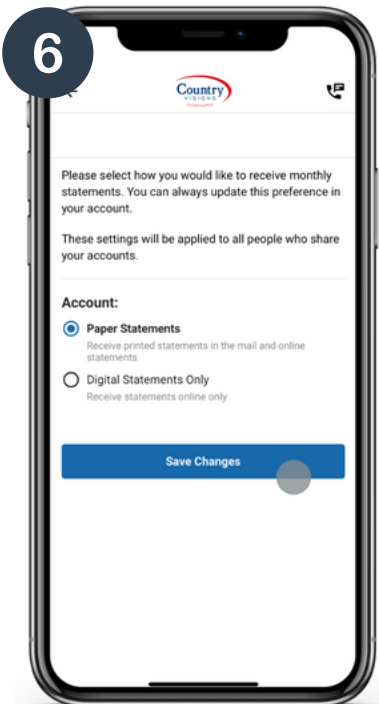
Scroll down to  
"Statement Delivery"



Select "Change  
Statement Delivery"



Select your preference  
and save changes



**5. How will I know when my statement is available?**

You will receive an email notification and app notification when your monthly statement is ready to view in the Connect portal. Be sure your contact information is up to date in the portal to receive these alerts.

**6. What if I forgot my Connect portal login credentials?**

If you are unable to log in, you can reset your password by clicking on the **"Forgot Password"** link on the login page. If you need further assistance, contact our team at 920.754.4321 or support@cvcoop.com.

**7. Will past statements still be available in the portal?**

Yes, your past statements will remain accessible in the portal, allowing you to view and download them anytime.

**8. What if I need help accessing my statements?**

If you have trouble locating or downloading your statements, you can reach out to our support team for assistance at 920.754.4321 or support@cvcoop.com.

**9. What happens if I don't update my preferences?**

If you do not update your preferences to paper statements by March 25, 2025, you will automatically be switched to paperless statements. The preference feature will remain active in the portal if you wish to change your statement delivery method in the future, but the selection must be made by the 25<sup>th</sup> of the billing month to take effect for that statement.