

IEMAS ONLINE STATEMENT PORTAL FAQs:

Q1: How do I register to view my statements online?

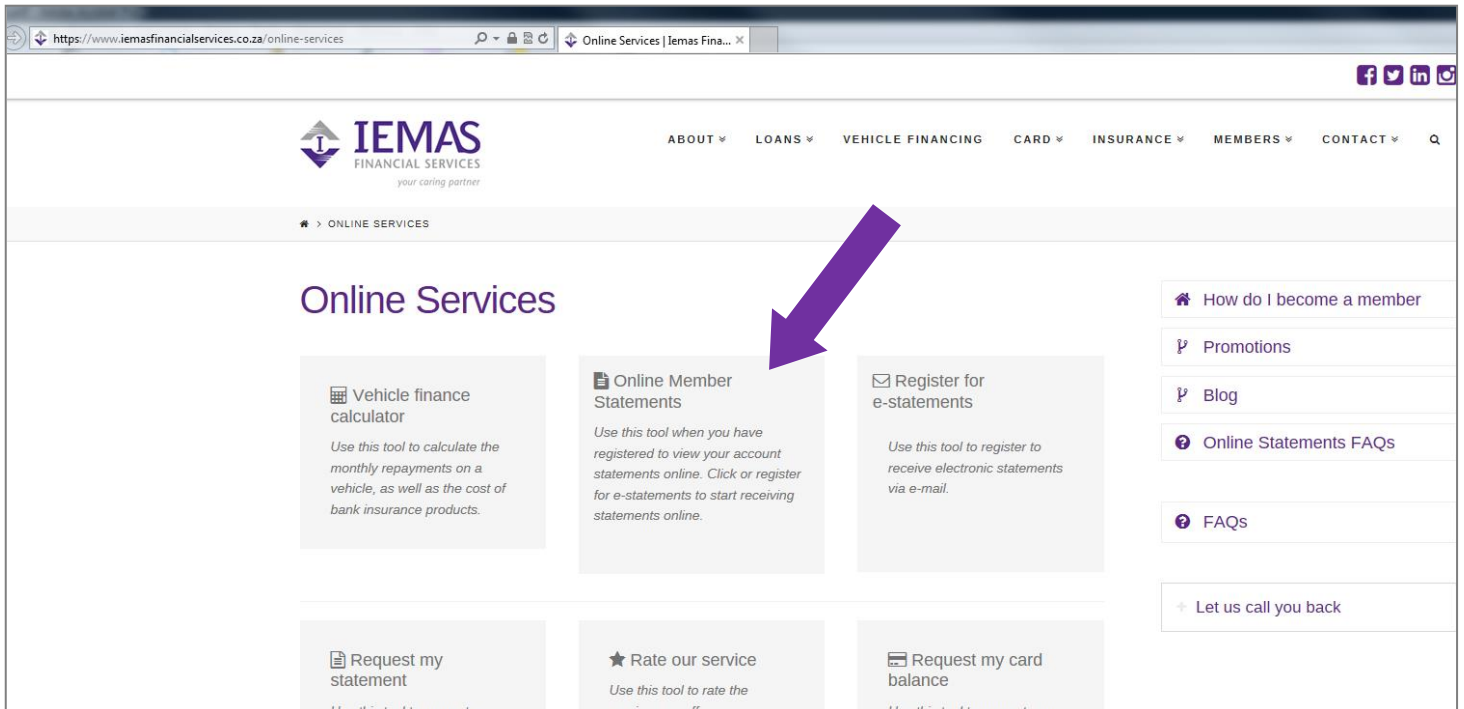
A: Contact your nearest Iemas branch or 0861 043 627 to request for your statement indicator to be changed to receive your monthly statement via the online platform.

Q2: How do I log in for the first time?

A: A first time user must use his 7 digit Iemas member number for both the *Username* and *Password* fields.

Q3: I can't access my online statement?

- A:**
- 1.) Contact 0861 043 627 to confirm whether you have opted to receive your statement via the online statement portal?
 - 2.) If you have opted to receive your statement via the online statement portal, please be advised that you statement will **ONLY BE AVAILABLE** after the next statement run which will occur on the **8th DAY OF THE FOLLOWING MONTH**. **You will be notified via SMS when your new online statement is available.**
 - 3.) To obtain your statement immediately you can use the "Request my statement" option on the Iemas website <https://www.iemasfinancialservices.co.za/online-services>



Q4: I don't know/remember my password?

A: Contact 0861 043 627 for password reset assistance.

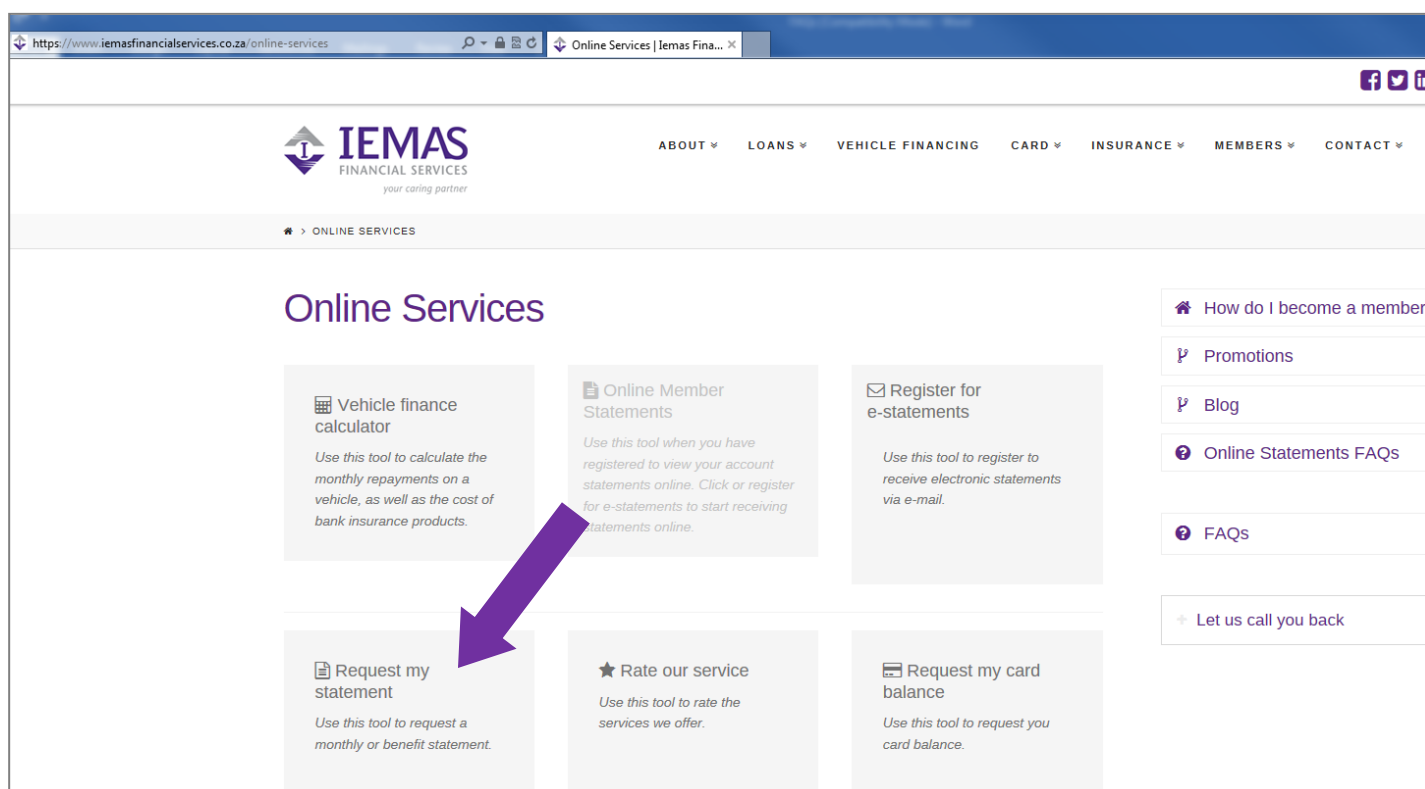
Q5: How do I change the way I receive my statement?

A: Contact 0861 043 627 for assistance.

Q6: I haven't received my statement and cannot log in via the online platform, what must I do now?

A: 1.) Contact 0861 043 627 to confirm whether you have opted to receive your statement via the online statement portal?

2.) To obtain your statement immediately you can use the "Request my statement" option on the Iemas website <https://www.iemasfinancialservices.co.za/online-services>



Q7: How do I log in if the online portal does not recognise my e-mail address?

A: 1.) A first time user must use his 7 digit Iemas member number for both *Username* and *Password* fields.

2.) Alternatively contact 0861 043 627 to confirm whether you have opted to receive your statement via the online statement portal.

3.) To obtain your statement immediately you can use the "Request my statement" option on the Iemas website <https://www.iemasfinancialservices.co.za/online-services> :

Online Services

Vehicle finance calculator

Use this tool to calculate the monthly repayments on a vehicle, as well as the cost of bank insurance products.

Online Member Statements

Use this tool when you have registered to view your account statements online. Click or register for e-statements to start receiving statements online.

Register for e-statements

Use this tool to register to receive electronic statements via e-mail.

Request my statement

Use this tool to request a monthly or benefit statement.

Rate our service

Use this tool to rate the services we offer.


Request my card balance

Use this tool to request your card balance.


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