

# **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 **<u>8th DAY OF THE FOLLOWING MONTH</u>**. 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 <u>https://www.iemasfinancialservices.co.za/online-services</u>

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Request my statement Use this tool to request a	Rate our service Use this tool to rate the services we offer	Request my card balance	+ Let us call you back

Iemas Park | C/o Embankment Rd & Kwikkie St | Zwartkop X7 | Centurion 0157 | Private Bag X924 | Pretoria 0001 | Tel: +27 12 674 7000 | Fax: +27 12 674 7043



- 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

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			+ Let us call you back
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 you card balance.	

## 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 <a href="https://www.iemasfinancialservices.co.za/online-services">https://www.iemasfinancialservices.co.za/online-services</a> :

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