



E-STATEMENTS Frequently Asked Questions

	<p>“E” stands for Electronic – Estatements are statements of your Iroquois Federal accounts you can view online.</p>
When will the Estatements link be available?	Estatements are available now.
How do I sign up for Estatements?	<p><u>If you are a present Q-net user:</u> Within Q-Net click on Estatements and agree to the online disclosure. You will have immediate access to your statements.</p> <p><u>If you are not a Q-Net User:</u> Apply for Q-net Access and follow steps above.</p>
How much does Estatements cost?	Free
How long will my Estatements be available to view on line?	3 months
How do I access information older than 3 months?	Additional transaction history is available through Q-Net at no charge.Or you may contact your nearest Iroquois Federal office if you require additional research. Fees may apply.
How do I view my check images?	Click on the check number link within statement or Click on View Check Images Link
Can I print my Estatements?	Yes
Can I print my Check Images?	Yes
Can I download my Estatements?	Yes. QFX, QIF or CSV
Can I view the Back of my statement?	Yes
Will I continue to receive my statements in the mail?	No, when you sign up for Estatements you will no longer receive a paper statement in the mail.
When will my statements be available for viewing?	The next business day after Statement Cycle Date.
Will I receive a reminder?	Yes, we will notify you by email when statement is ready for viewing.
What should I do if I do not receive a reminder?	Please be sure we have your correct e-mail address. If you still have not received your notification, contact your local branch.