



WHAT IF
You could bank on
your phone anytime
from anywhere?

IROQUOIS FEDERAL
Q-line
877-BANK247

[Q-Line](#) | [Q-Net](#) | [Q-Pay](#) | [E-Statements](#) | [Log-iN to On-line Banking](#)

FREQUENTLY ASKED QUESTIONS

Q-line Telephone Number

Watseka: 432-2088

TOLL FREE: 1-877-BANK247(226-5247)

Where can I access the Q-line?

Any touch tone phone

Is sign-up required?

No. However social security number will be required

What is my PIN number?

Initially it will be the last 4 digits of your social security number. You will be prompted to change your PIN number on the first call

What should be the length of my PIN?

Requires 4 digits

How many times can I retry my PIN?

After 3 attempts you will be transferred to a customer service representative

What if I forget my PIN?

Call Iroquois Federal for reset

Can I access loan information?

Yes

Can I make a loan payment?

Yes, a regular monthly payment

Can I make transfers?

Yes

Can I access rate information?

Yes, on deposit accounts

Where can I find my account number?

Right hand corner of your statement

24-Hour Telephone Banking Prompt Menu

Main Menu

- 1-Account Information
- 2-General Information
- 3-Rate Information
- 4-Transfer of Funds
- 5-PIN Change
- 6-Loan Modeling
- 0-Transfer to CSR
- #-End Call

Account Information

- 1-Checking
- 2-Savings
- 3-Retirement
- 4-Certificates
- 5-Loans
- 9-Main Menu
- 0-Transfer to CSR
- #-End Call

General Information

(Business Hours)

Rate Information

- 1-Checking Rates
- 2-Savings Rates
- 3-Money Market Rates
- 4-Certificate Rates
- 5-IRA Rates
- 9-Return to Main Menu
- 0-Transfer to CSR
- #-End Call

Transfer of Funds

PIN Change

Loan Modeling

- 1-Mortgage
- 2-Installment
- 9-Return to Main Menu
- 0-Transfer to CSR
- #-End Call