



Coronavirus Preparedness – A note from the CEO

To Our Valued Customers,

The status of the Coronavirus (COVID-19) pandemic is evolving daily and we understand the concern and uncertainty you may be experiencing. As you focus on preparing for whatever comes, we want to reassure you that we are taking all the necessary steps to ensure that you have continued access to your account information and the ability to make deposits, withdraw cash, pay bills, and transfer funds.

The health and safety of our customers and staff remains a top priority, and we are taking precautions to avoid any interruptions in our regular banking services. While our offices are cleaned and sanitized routinely, we have added additional resources in each location including disinfecting wipes, hand sanitizer, and protective gloves. You can help by choosing to use our drive-up facilities and ATMs when your transaction does not require you to come into the lobby. Most banking transactions, including opening or closing a Certificate of Deposit can be accomplished through our drive-up. Or, just give us a call. We're here to help.

If you are not already enrolled in Online Banking with Mobile Banking, Mobile Deposit, Bill Pay and eStatements, we encourage you to do so. These remote banking services can help you manage your finances during any interruption in our regular banking services. With Online and Mobile Banking you can check your balance, transfer funds, pay bills, and find the nearest ATM. You can also deposit checks and manage your debit card with Mobile Banking. You can enroll in Online Banking through our website at www.iroquoisfed.com. After enrolling in Online Banking, you will be able to download our Mobile Banking App and enroll your mobile device. As a member of the Allpoint Network, your Iroquois Federal Debit Card gives you access to cash at more than 50,000 ATMs with no service charge. If you don't have a debit card, contact any Iroquois Federal Customer Service Representative to order one.

We appreciate your business and your continued confidence. Here at Iroquois Federal, we are open, operating and prepared to serve you through this unsettling time. We're doing everything we can, consistent with CDC and WHO recommendations, to support the health and safety of our employees so we can continue to provide the financial services you rely on.

Please continue to monitor our website for updated information and never hesitate to call your Iroquois Federal office or our main Customer Support line at 815-432-2476.

Wishing you and yours good health and well-being,

Walter "Chip" Hasselbring III
President and CEO