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Improved online banking services coming November 16!

Dear member:

Beginning November 16, iQ Credit Union's online banking system will go from the existing service we've offered for years to a dramatically new — and better — way of online banking.

Personal Online Banking adds a variety of user-friendly enhanced services. You will also be able to transfer money between accounts, set up alerts, and the new iQdeposit feature will let you deposit checks from home using your scanner. Our new iQ mobile feature will make it easy for you to access your account from your phone. All free.

The first time you access your existing online banking account on or after November 16, you will see some changes:

- Look for the Personal Online Banking login box on the home page.
- Type your current User name in the space provided, then click “enter.”
- A new page will open and you will see your personal image (photo) and phrase. These will not change from the original system
- This is where you will be asked for a password. Please note that it will NOT be your usual password. In order to transfer your information to the new online system, the special password required to activate your account is the last four digits of your Social Security number, followed by the last four digits of your phone number (the phone number we have on file with your account). Do we have your current phone number?

That's all there is to it. Once inside the new-and-improved system, you will need to create a new password all your own to be used from this point forward. On-screen prompts will help you, as needed. Remember, your account information is exactly the same — only the online format has changed, and changed for the better.

If you have any questions on logging into the new system, please call the Member Service Center at (360) 695-3441. During the week of November 16-21, we have extended hours to serve you — 8 a.m. to 7 p.m. Monday through Friday and 10 a.m. to 3 p.m. on Saturday. To view a demo on how the new improved online system will work, after you login to the new system, click on the view demo on the right side.

Sincerely,

Roger Michaelis