

### Important Telephone Banking Notice to Customers

As of **February 19, 2024**, our 24/7 TeleBank system will include updated features. Please listen carefully when you call as the menu options will have changed.

TeleBank helps make your financial management easier and convenient. Obtain your checking or saving account balances, make loan payments, transfer funds, get bank information, and more!

### HOW TO ACCESS TELEBANK

Dial: **815-645-2000** or **815-332-8844**

Follow the menu prompts

Enter your account number and PIN

The TeleBank system's default is Touch Tone.

**Press 8 and the \* key to use Voice Response.**

In order to verify your identity, the **first time you call in, you'll need to enter your account number followed by your Social Security Number.** This is the only time you will be asked to enter your Social Security Number.

You will then be prompted to re-register your Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.), you will always be asked to enter your account number and PIN.

### Quick Commands

- Press 3 and the \* key to return to the main menu.
- Press 1 and the \* key to get to the help menu.
- Press the \* key to return to the previous menu.
- Press the # key to repeat an option.
- Press 5 and the \* key to skip a menu option.
- Press 0 to get connected to an operator.
- Press 7 and the \* key to end your call.

**TeleBank Phone Number:**  
**815-645-2000 or 815-332-8844**

To access any of the below menu options, **press or say** the corresponding number next to the list menu item.

**1**

#### Account Balances

*on savings, checking, CDs, IRAs, and loans*

**2**

#### Account History

*on savings, checking, CDs, IRAs, and loans*

**3**

#### Transfer Funds

*between accounts or make a loan payment*

##### Transfer Funds Menu

Press 1 to transfer funds immediately

Press 2 to schedule a future funds transfer

Press 3 for the payment menu

Press 1 to make a payment now

Press 2 to schedule a payment

Press 4 to hear existing scheduled transfers

**4**

#### Get Bank Information

**5**

#### Card Maintenance

##### Card Maintenance Menu

Press 1 to deactivate a card

**6**

#### Future Dated Transactions

##### Future Transactions Menu

Press 1 to hear ACH transactions

Press 2 to hear a list of scheduled future transfers

**7**

#### Change TeleBank PIN