

Merger FAQ

Who is Knoxville TVA Employees Credit Union?

Knoxville TVA Employees Credit Union began in 1934. While the Credit Union has grown in size and scope over the last 84 years, our mission has not changed – Helping Members Grow Financially. We currently have more than twenty branch locations from Roane County to the Tri-Cities.

What is the purpose of merging?

Our Credit Union values are aligned. Both organizations are founded on and share a mutual commitment to Members, employees and communities of East Tennessee. As the economy changes, it's becoming extremely difficult for small credit unions to meet and adhere to the demanding financial laws and regulations. Since the first conversation with Mountain Lakes Community Federal Credit Union, it felt like a natural fit. Just like Mountain Lakes Community Federal Credit Union, Knoxville TVA Employees Credit Union sees Members and staff as family! We take care of each other and are always here to help!

Why is this good for me?

The merger will provide several key benefits. Increased footprint offers new competitive products, services and opportunities. We offer twenty-two convenient branch locations across East Tennessee with access to 55,000+ surcharge-free ATMs.

Will the staff change?

The same familiar employees will continue serving you. In fact, there will be improved benefits and career advancement opportunities for these Credit Union employees.

When will the merger officially take place?

The merger will be official on July 1, 2018.

Will Mountain Lakes Community Federal Credit Union's name change?

Yes. The Credit Union's official name will be Knoxville TVA Employees Credit Union.

Will any branches be closed or consolidated?

No. You can rest assured our focus will be on Member convenience and on retaining best business practices and services.

Will hours of business change?

New hours for the Piney Flats & Bristol locations will be:

Monday – Thursday: 9am to 5pm

Friday: 9am to 6pm

Will I need to update my direct deposit or automatic payments?

Yes. Members will want to update their banking information, including routing and account number, with their employer in addition to pre-authorized payments (i.e. utilities, insurance, cell phone, memberships). Remember, if you have anything set to charge to your debit or credit card, update that too!

Will my rates change?

Savings and checking rates will be updated to reflect Knoxville TVA Employees Credit Union's current rates. All certificates and loan accounts will stay the same until maturity. View current rates at tvacreditunion.com/rates.

Will my accounts still be insured?

Yes. Knoxville TVA Employees Credit Union is federally insured by NCUA.

What types of accounts will be available?

Through the merger, you will have access to a variety of products and services including: saving and checking accounts, investment and retirement accounts, online and mobile banking, home, auto, recreational, personal loans and more! To view all products and services, visit tvacreditunion.com!

Will I have access to my current Mountain Lakes online banking?

Yes, you can use your Mountain Lakes Community Federal Credit Union online banking until June 30, 2018. Effective July 1, you will begin using Knoxville TVA Employees Credit Union's online banking. To enroll, visit tvacreditunion.com and click "New User" in the online banking login box. Please note, a working and accessible email address is required to enroll.

Will I continue to receive statements?

Members will begin receiving statements through Knoxville TVA Employees Credit Union in July. All Members will receive a year-end statement and 1099 form (if applicable) from Mountain Lakes Community Federal Credit Union with information through June 30, 2018.

Can I still use my current checks, debit and/or credit card?

You will be able to use Mountain Lakes Community Federal Credit Union checks, debit, and/or credit cards until June 30. On July 1, those cards or checks will no longer be valid. New debit, credit cards and checks from Knoxville TVA Employees Credit Union will be mailed to you in June. If you have not received your new debit, credit cards and checks by June 18, please contact us at 865-544-5400. Bring your old cards and checks to any branch where they can be safely recycled.

Will I get new checks for my checking account and is there a fee?




Knoxville TVA Employees Credit Union offers free checks to Members. New checks will be mailed to you in June.

I have a loan. Will anything change?





Your payment, rate and terms will remain the same. If you currently use loan coupons when making your monthly payment, a new loan coupon book will be mailed to you.

What do I do if I have further questions?

All Members will receive a packet with information about the transition and Credit Union products and services. You can also contact us any of the following ways:

-  Contact Center (423) 246-7511
-  Chat live with a representative at tvacreditunion.com
-  Visit a branch!

Important Information to Know:

-  Website: www.tvacreditunion.com
-  Telephone: (423) 246-7511
-  Toll-Free: (800) 467-5427
-  Routing Number: 264279567