

# Dear Members,

Knoxville TVA Employees Credit Union is continuously working to ensure your financial experience is as convenient and seamless as possible. We are excited to announce our upcoming system upgrade, starting at the end of business day May 30 through June 2, 2025, to a new digital platform with the latest banking technology.

On June 3, with the completion of the system upgrade, you will have access to a new online and mobile banking platform, simplified account structure, and other features that will provide you added convenience now and into the future.

It is important to note at the close of business on May 30 through June 2, 2025, all operations, including branch lobbies, drive-thrus, and the call center will be closed. Our online, mobile, and telephone banking will be offline as well. I know the temporary closure and downtime will disrupt the services you use most often, and I appreciate your patience while we bring you these upgrades.

I encourage you to be on the lookout for vital information to help you navigate the system upgrade effectively. As we approach May 30, we will share more details on what to expect while we undergo the system upgrade and how it will impact you. These details will be communicated to you through our website, via email, in our branches, and on social media.

Finally, I want to assure you that enhancing your financial experience through the latest technology remains one of my top priorities. I recognize any change can be a disruption to your everyday banking or account management, and I apologize in advance for any inconvenience caused by our system upgrade.

Our entire Credit Union staff, including myself, are committed to delivering the personalized service you have come to expect, regardless of how you choose to bank with us. We are confident our system upgrade will help us continue to meet, and hopefully, exceed that commitment. I am excited to be on this journey with you. Thank you for trusting KTVAECU with your finances and for being part of the Credit Union family!

Sincerely,



CEO/President

☎ (865) 544-5400

🖱 [tvacreditunion.com](http://tvacreditunion.com)

