

# Dear Members,

Our Electronic Services Department is the team that helps you with online and mobile banking, card services, and payment processing. We are also the team that works diligently to get your direct deposit to you as early as possible and the voices you hear when you call us. I am proud of how hard this team works behind the scenes to provide you with the best financial service available, both in person and digitally.

Our team seeks to give you a personalized, friendly experience to enable you to do all your financial transactions on your schedule during the times most convenient to you. Digital banking (online and mobile banking) tools are a favorite and one of the most used financial tools.

We are excited to share some new and frequently requested features that will be available after we complete the upcoming system upgrade. On June 3, you will have access to:

- a single individual login for all authorized accounts
- credit monitoring for every account owner
- additional account alerts
- accessibility features such as Spanish translation, dyslexia-friendly fonts, & dark mode
- improved integration with third parties, like Quicken<sup>®</sup>, Quick Books<sup>®</sup>, and Plaid<sup>®</sup>
- customizable filters for transaction history
- and more!

We know how important it is for you to have tools to fight fraudsters, too. In addition to the new look and features of our digital banking platform, you will have access to enhanced security and monitoring tools at your fingertips.

My staff and I are diligently working to bring you well-tested and high-performing features to help you manage your money. It's just another way for us to provide you with the best financial services. We can't wait for you to try our new features!

Sincerely,



Vice President | Electronic Services  
Knoxville TVA Employees Credit Union

☎ (865) 544-5400

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

