

Wherever you need us, we'll be there with everywhere banking.

We offer multiple ways to manage your finances, access your accounts, and keep track of bills even while on the go!

Branch Locations

The Credit Union has many branches across East Tennessee to help you accomplish your financial to-do's.

Over 90,000 ATM Locations¹

Enjoy surcharge-free transactions when you use your VISA® Debit Card² at any ATM on the Allpoint, Co-Op, or the Knoxville TVA Employees Credit Union™ network.

To find the branch or ATM closest to you, visit [tvacreditunion.com/locations](https://www.tvacreditunion.com/locations) to learn more.

1. Allpoint, Co-Op Financial Services, and KTVAECU ATMs are surcharge-free for all Knoxville TVA Employees Credit Union cardholders. Your financial institution may impose a separate service fee on a transaction conducted at an ATM it doesn't own.
2. Available to qualifying Members. Some restrictions may apply. Ask for details.
3. Some restrictions may apply. Ask for details.
4. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
5. Apple Store® is a trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.
6. Message and data rates may apply from your wireless carrier.
7. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. The Credit Union assumes no liability or responsibility for Voice Banking errors or inconveniences.
8. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. Amazon®, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. The Credit Union assumes no liability or responsibility for Voice Banking errors or inconveniences.
9. Available to qualifying Members. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
10. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. Maximum \$500.00 per transaction, up to \$4,000.00 per day.
11. Restrictions may apply. More details at [tvacreditunion.com](https://www.tvacreditunion.com).



tvacreditunion.com

Main: (865) 544-5400

Toll-Free: (800) 467-5427

Real Estate Lending: (865) 544-5409

Routing Number: 264279567

WAYS TO MANAGE YOUR MONEY



Online Banking³

Whether you're paying bills, checking your credit score, or viewing your account balance, we can help you manage it all from one place!

Start using Online Banking today:

1. Go to **tvacreditunion.com** and click **Login**
2. Click **New User** under Online Banking
3. Follow the instructions and enter all appropriate information
4. Complete and begin using online banking!

Go to **tvacreditunion.com/onlinebanking** to watch a step-by-step video tutorial of how to register, set up, and start using online banking.

Mobile Banking⁴

Access Credit Union accounts from any mobile device. Get real-time account balances, deposit checks, and conduct transactions quickly and easily from almost anywhere. Mobile banking offers the convenience and security of online banking on the go.

Start using Mobile Banking today:

1. Download the **Mobile Banking App**
2. Open the app and tap the **Login** button
3. Select **New User Registration**
4. Follow the onscreen instructions
5. Select **Submit**
6. You're ready to roll!

Go to **tvacreditunion.com/mobilebanking** to learn more and watch step-by-step instructional videos on our mobile banking features.



Telephone Banking⁶

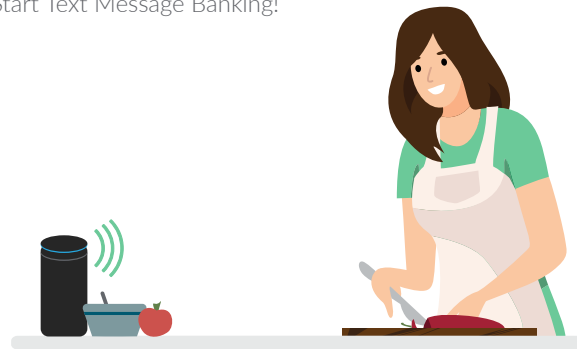
Telephone banking allows you to check balances, transfer money between accounts, and much more! Try today by dialing **(865) 544-5675** or toll-free **(866) KTVAECU (588-2328)**.

Text Banking⁶

Access your account information anytime and anywhere through text messaging. It's a fast, free, and secure way to stay up to date.

Start using Text Message Banking today:

1. Go to **tvacreditunion.com** and log in to online banking
2. Go to the **User Options** tab and choose **Text Banking**
3. Create nicknames for your different account types, then click **Submit**
4. In the nickname section, please put S for a share account with the suffix or L for a loan account with the suffix. Account suffix numbers are listed in the bubble to the right. (Example: S00 for the regular share account)
5. **Text (865) 322-9064** and use:
 - **Bal S00** for the balance on the share account
 - **Hist S00** for history on the share account
 - **Tran (insert amount) S00** to S70 to transfer funds
6. Start Text Message Banking!



Voice Banking⁷

Voice banking allows you to take control of your finances—just by using your voice! Take advantage of your Amazon® Alexa⁸ device to make a payment, check your balance, or transfer money, all by voice command.

Start using Voice Banking today:

1. Download the Voice Banking app from the Alexa Skill Store
2. Enable the Knoxville TVA Employee Credit Union Voice Banking Skill
3. Link your Credit Union accounts
4. Create a personal 4-digit PIN for added security
5. Follow additional instructions for setup provided by Alexa

For further instructions and information about Voice Banking, visit our website at **tvacreditunion.com/voicebanking**.

Delivering Digital Convenience

Do more with your money from the comfort of your home or on the go!



Direct Deposit³

Instantly deposit your paycheck in multiple accounts with the quickest, most secure way to get paid.



Bill Pay⁹

Arrange payments to anyone or any company. Easily schedule rent, utility bills, and more through Bill Pay and never miss a payment again.



Mobile Check Deposit⁹

With our mobile app, you can deposit checks anytime, anywhere! Mobile Check Deposit makes depositing checks as easy as taking a selfie!



Send Money¹⁰

Transfer cash to anyone with a debit card, no matter where they bank!



Instant Transfer⁴

Instantly transfer funds between accounts.



Travel Notifications⁴

Let us know when you plan to travel to ensure uninterrupted card service.



Quick Balance⁴

Stay up to date on your accounts with our mobile app! Get real-time updates on your account balance with a single swipe.

Account Suffixes¹¹

Regular Share/Jump Start Accounts (Savings): 00
Share Draft Accounts (Checking): 70-79
Centsible Savings: 02
Christmas Club: 28-30
Certificate Accounts: 83-99
IRA: 80-82

