

May 2025

NEW LOOK. NEW FEATURES.

BIG

SYSTEM UPGRADES

CLOSED

**Friday, May 30 at 6:00 PM
through Monday, June 2,
for System Upgrades.**

All operations, including branch lobbies, drive-thrus, and the Call Center, will be closed. Online banking, telephone banking, online chat, and the mobile app will be temporarily unavailable.

We will resume normal operating hours on **Tuesday, June 3.**



Coming June 3, 2025 - New Digital Platform¹

Our online banking, mobile app, website, and core systems are getting major improvements on June 3!

Things you can do before the big date:

- Mark the dates of the System Upgrade to your calendar!
- Verify your contact information by calling, logging into Online Banking/Mobile App, or visiting any of our branch locations!
 - Primary phone number
 - Email address
 - Mailing address
 - Any joint accounts on which you are listed
- Check your account balances and make a note (save a screen print). You will not be able to check them until the system upgrade is completed on Tuesday, June 3.

Important Information During Our Upgrade



Debit and Credit Cards will work without interruption during the System Upgrade. **Balance Inquiries** will not be available until June 3.



ATMs will be available for cash withdrawals during the full duration of the System Upgrade. **Deposits** and **Balance Inquiries** will not reflect the most recent activity after 6:00 PM on Friday, May 30, and will not be updated until June 3.



Direct Deposit will process to the effective date provided by the payer. After 6:00 PM on Friday, May 30, you will not be able to perform deposit or account inquiries until June 3.



Scheduled Transfers and **ACH Payments** will process as scheduled.



If you have any payments scheduled through **Bill Pay** during the System Upgrade period, we recommend moving the effective date to May 29 or earlier.



Learn More!
tvacreditunion.com/transform

1. IMPORTANT NOTICE: In preparation for our System Upgrades coming on June 3, 2025, qualifying accounts with dividends posting on a calendar quarter basis will temporarily have dividends posted on a monthly basis for April, May, and June statement periods. Normal quarterly dividend schedules will resume starting July 1, 2025.

Announcements

Memorial Day

Monday, May 26, 2025

KTVAECU® will be closed on Monday, May 26, in observance of Memorial Day.

During holiday closings, you can access your account 24/7 with online and mobile banking. Debit and credit card support is also available anytime by calling (865) 544-5400 and selecting option 5 for Cards.