

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 checklist.

### Over 90,000 ATM Locations<sup>1</sup>

Enjoy surcharge-free transactions when you use your VISA® Debit Card<sup>2</sup> 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](http://tvacreditunion.com/locations) to learn more.

### Deposit Your Coins & Cash<sup>3</sup>

We've added another awesome perk of being a Member of KTVAECU®! We partnered with Coinstar® to make it easier, faster, and safer to transfer change and cash into your KTVAECU account!

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. \$1.00 cash advance fee on credit cards at foreign ATMs.
2. Available to qualifying Members. Some restrictions may apply. Ask for details.
3. Coinstar and its associated logo are trademarks of Coinstar Asset Holdings, LLC. Available to qualifying Members. Service fee may apply. Available at participating Coinstar kiosks.
4. Some restrictions may apply. Ask for details.
5. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
6. Apple Store® is a trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.
7. Message and data rates may apply from your wireless carrier.
8. Please ensure the info submitted is complete and accurate. Only forms completed and submitted will be eligible for a response. Some restrictions may apply. Message and data rates may apply from your wireless carrier. Ask for details.
9. Some restrictions may apply. Message and data rates may apply. Not all wireless carriers support FTEU (Free To End User) texting. If your carrier does not support these texts or your mobile number is not on file, you will continue to receive phone calls if unusual activity occurs on your card. Ask for details.
10. Early access to funds depends on timing of payer's submission of deposits. We generally post such deposits on the day they are received, which may be up to two days earlier than the payer's scheduled payment date.
11. Available to qualifying Members. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
12. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. Service to send funds available through Payveris, a trusted, third-party partner of Knoxville TVA Employees Credit Union. Full disclosure available here: [tvacreditunion.com/SM-Disclosure](http://tvacreditunion.com/SM-Disclosure).
13. Restrictions may apply. More details at [tvacreditunion.com](http://tvacreditunion.com).

**Main:** (865) 544-5400  
**Toll-Free:** (800) 467-5427  
**Real Estate Lending:** (865) 544-5409  
**Routing Number:** 264279567

   NMLS 167911  
[tvacreditunion.com](http://tvacreditunion.com)

JOIN-000129-2

# WAYS TO MANAGE YOUR MONEY

**KNOXVILLE**  
  
**TVA**  
**EMPLOYEES**  
**CREDIT UNION™**

## Online Banking<sup>4</sup>

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](https://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](https://tvacreditunion.com/onlinebanking) to learn more and watch instructional videos about Online Banking features.

## Mobile Banking<sup>5</sup>

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 **Enroll in Online Banking**
4. Follow the onscreen instructions
5. Select **Submit**
6. You're ready to roll!

Go to [tvacreditunion.com/mobilebanking](https://tvacreditunion.com/mobilebanking) to learn more and watch step-by-step instructional videos on our Mobile Banking features.



## Telephone Banking<sup>7</sup>

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 Banking<sup>7</sup>

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](https://tvacreditunion.com) and log in to online banking
2. Click the drop-down arrow icon in the top-left corner next to your name
3. Select **Text Banking**
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!

## Secure Chat<sup>8</sup>

Get your questions answered by a real person with the convenience of Secure Chat.

To get started, click on the red bubble in the bottom-right corner of our website.



## Account Alerts<sup>9</sup>



Take control of your accounts with our Account Alerts in Online Banking<sup>4</sup>! They're the best way to stay up to date on all your account activity. Customize your settings and get notified of activities by the method you choose.

Choose to receive Account Alerts by push, text, or email notification! A few favorite types of alerts include:

- A deposit has posted to your account.
- A successful or unsuccessful login on your account.
- Your email, password, address, PIN, or phone number has changed.

## Delivering Digital Convenience

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



### Direct Deposit<sup>10</sup>

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



### Bill Pay<sup>11</sup>

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 Deposit<sup>11</sup>

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



### Send Money<sup>12</sup>

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



### Instant Transfer<sup>5</sup>

Instantly transfer funds between accounts.



### Travel Notifications<sup>5</sup>

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



### Quick Balance<sup>5</sup>

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

## Account Suffixes<sup>13</sup>

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

