

**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! Check out this brochure to get set up.

### Branch Locations

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

### 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](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.



# WAYS TO MANAGE YOUR MONEY

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

**Main:** (865) 544-5400

**Toll-Free:** (800) 467-5427

**Real Estate Lending:** (865) 544-5409

**Routing Number:** 264279567

JOIN-000129



## Online Banking<sup>3</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](http://tvacreditunion.com)
2. Click **New User** under the online banking login
3. Follow the instructions and enter all appropriate information
4. Complete and begin using online banking!

Go to [tvacreditunion.com/onlinebanking](http://tvacreditunion.com/onlinebanking) to watch a step-by-step video tutorial of how to register, set up, and start using online banking.

## Mobile Banking<sup>4</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:

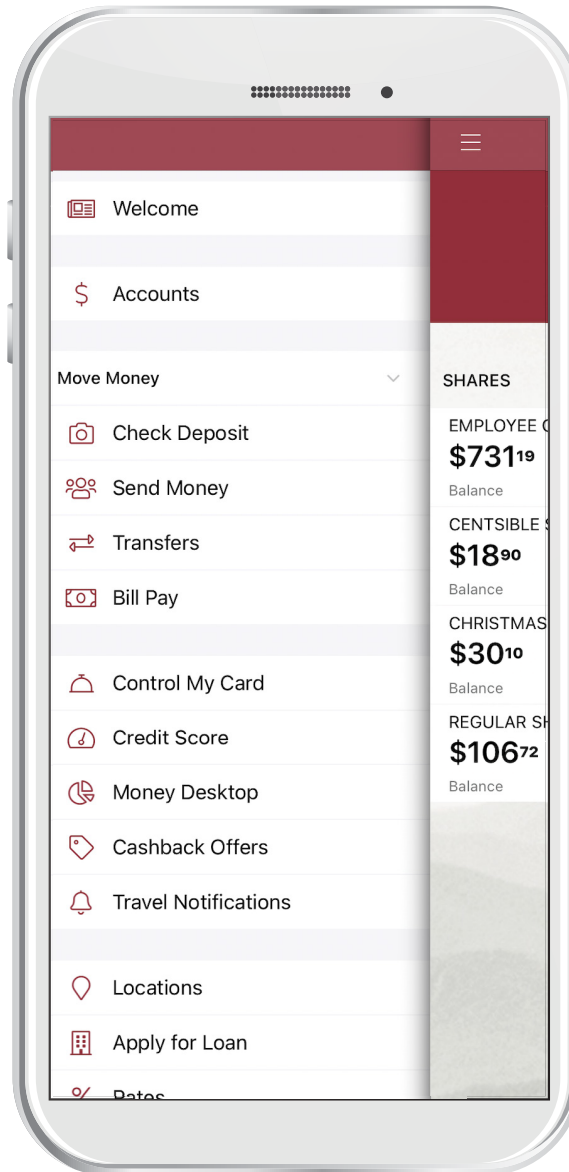
1. Download the **Mobile Banking App**
2. Open the app and tap the **Login** button
3. Select **New User Registration**
4. Follow the onscreen instructions
5. Select **Submit**
6. You're ready to roll!

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



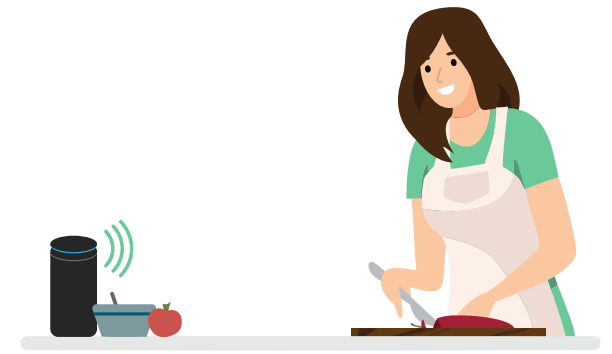
## Telephone Banking<sup>6</sup>

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)**.



## ACCOUNT SUFFIXES

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



## Voice Banking<sup>7</sup>

Voice banking allows you to take control of your finances—just by using your voice! Take advantage of your Amazon® Alexa® 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](http://tvacreditunion.com/voicebanking).

## Text Banking<sup>6</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](http://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!