

MEMBERSHIP

1. Federally insured by NCUA. Available to qualifying Members. Some restrictions, conditions, and fees may apply. Ask for details.
2. No-fee coin machines are available to Members of Knoxville TVA Employees Credit Union. Non-Members are charged a 10% fee. Coins must be clean and free of debris. Coin machines are maintained for accuracy; however, the Credit Union cannot guarantee coin machines will be error-free and may be occasionally out-of-service. Credit Union does not assume liability for loss or destruction of coins. Available at branch lobby locations only.
3. Available to qualifying Members. Some restrictions may apply. Some fees may apply. Ask for details.
4. Notary service provided free of charge to Members of Knoxville TVA Employees Credit Union. Available at branch lobby locations only.
5. Available to qualifying Members. Some restrictions may apply. Available on a first-come, first-serve basis. Available at select-branch locations. Ask for details.
6. 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.
7. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
8. 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.
9. 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.



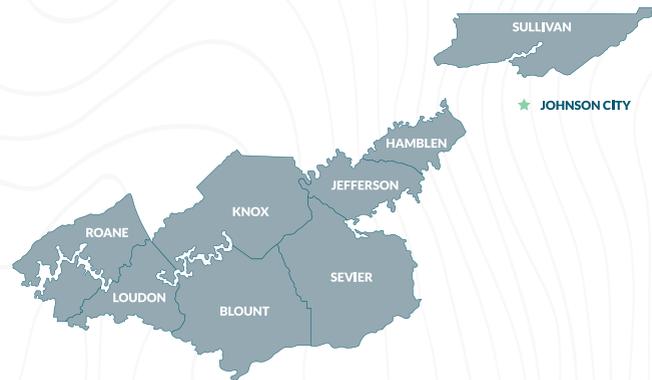
**Our mission is to help
Members grow financially.**

**Our purpose is to help our
Members live better lives.**

**Our philosophy is “People
Helping People.”**

Who can be a Member?

Knoxville TVA Employees Credit Union™ Membership is available to anyone who lives, works, worships, attends school, owns a business, or has eligible family in the following areas:



What does Credit Union Membership mean?

When we say Members, we mean family. You become a Member of KTVAECU® when you open a Share Account¹. And with that Share Account, you become a part of our Credit Union family because you now own a share of the Credit Union. That's right, as a Member, you become a shareholder with a vote on who sits on our volunteer Board of Directors within the Credit Union.

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO.4370 KNOXVILLE, TN

POSTAGE WILL BE PAID BY ADDRESSEE:

KNOXVILLE TVA EMPLOYEES CREDIT UNION
P.O. BOX 36027
KNOXVILLE, TN 37930

NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES

tvacreditunion.com

Main: (865) 544-5400

Toll-Free: (800) 467-5427

Real Estate Lending: (865) 544-5409

Routing Number: 264279567

JOIN-000130-1



Ways to Manage Your Money

Life is changing all the time, and it's essential to have a financial partner that is flexible and fits your needs. That's why we offer several ways to manage your money, so we can provide excellent service, no matter where you are.

Our Branches

The Credit Union has 24 branches (and growing), plus a network of over 90,000 ATMs⁶ to help you accomplish your financial to-do's.

To find the location closest to you, check out the information below or visit us at tvacreditunion.com/locations.

Online/Mobile Banking⁷

Transfer between accounts, Send Money⁸, pay your bills, and more from wherever you are.

Online Chat⁹

Take care of your banking needs with a real person by utilizing our secure chat feature on our website.

Phone

Get answers to your questions by calling us! Reach us at (865) 544-5400.

Our History

Knoxville TVA Employees Credit Union was founded in 1934 by a small group of TVA employees in the aftermath of the Great Depression.

The country had just made it out of the worst economic period of the 20th century. Americans were trying to recover from one of the lowest unemployment rates in history. People were looking for places to save and borrow, and traditional banks had shuttered their doors. It was difficult for the everyday man to access funding and other financial services. From this, a small group of TVA employees recognized this gap and formed KTVAECU[®] as a financial cooperative to help the average American.

KTVAECU was built on **"People Helping People,"** and that philosophy has driven us through almost 100 years of growth.

We continue to introduce new services, more delivery channels, and more products to stay current and relevant to our Members. What started as a small financial cooperative for employees of TVA has transformed into branches spanning across Blount, Hamblen, Jefferson, Knox, Loudon, Roane, Sevier, Sullivan counties and Johnson City. We proudly serve 250,000 Members throughout East Tennessee.



How do Credit Unions and Banks differ?

Credit Unions	Banks
Not for profit, but for service.	Banks are corporations, which exist to earn a profit for shareholders.
Member-owned and controlled.	Shareholder (investor) owned and controlled.
All profits are returned to members in the form of new products, additional services, lower fees, and expanded locations.	All profits are distributed to the stockholders in proportion to the number of shares owned.

No matter where you are on your financial journey, we're here to help you.

We're Local

KTVAECU is dedicated to servicing East Tennessee. Whenever you're in the area, you'll know we are never far away.

We're Dedicated to Service

From our humble beginning in 1934 to now, our focus has always been on service. We are here to help YOU. Whether it be accounts, loans, or any other financial need, we are here to guide you to achieving your dreams.

In-Person Service Perks

Take advantage of all the wonderful benefits the Credit Union has to offer!



Coin Machine²

Bring your spare change to any branch location and have it automatically counted for you.



Instant-Issue Debit & Credit Card³

Get a new or replacement debit/credit card instantly in any branch location.



Free Notary Services⁴

Free notary at any branch location. Photo ID required.



Safe Deposit Boxes⁵

Safe deposit boxes are available to rent with a low annual fee. Visit tvacreditunion.com/locations to find a branch with this service.

We're Listening.

At Knoxville TVA Employees Credit Union, you're not just a Member, you're family. Your voice is important, and we're here to listen and learn how we can help you make your financial journey even better.

Name (optional)

Which branch did you visit?

How did you hear about us?

- TV
 Radio
 Website/Search
 Online Ad
 Movie Theater/Theatres
 Newspaper/Magazine
 Other

Did we exceed your expectations? YES NO

What else can we help you with? _____

General comments: _____

Thank you for your feedback!

We strive to offer the best products and services by listening to YOU and continually aiming towards improvement. Tear off this panel and drop it in the mail to send in your thoughts!