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

We offer multiple ways to manage your money, access your accounts, and pay your bills, no matter where you are!

Branch Locations

We have branch locations across East Tennessee to help you accomplish your financial checklist.

ATM Locations[1]

Enjoy surcharge-free transactions when you use your VISA® Debit Card[2] at any ATM on the Allpoint, Co-Op, Weigel's® Convenience Store, or Knoxville TVA Employees Credit Union™ networks.

To find the branch or ATM closest to you, visit **tvacreditunion.com/locations** to learn more.

Coin Machines[3]

Have spare change? Turn your change into cash with our in-branch coin machines! It's free for Members!

Coinstar®[4]

Easily transfer coins or cash into your KTVAECU® Account at any participating Coinstar kiosk! Just swipe your KTVAECU Debit Card, drop in your money, and you're good to go.

1. Allpoint, Co-Op Financial Services, Weigel's® Convenience Store, 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. No-fee coin machines are available to Members of Knoxville TVA Employees Credit Union. Non-Members are charged a 10.00% 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 occasionally be out-of-service. The Credit Union does not assume liability for loss or destruction of coins. Available at branch lobby locations only.
4. 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.
5. Some restrictions may apply. Ask for details.
6. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
7. Apple Store® is a trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.
8. Message and data rates may apply from your wireless carrier.
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.
10. 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.
11. 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.
12. Available to qualifying Members. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier.
13. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. Service to send funds available through Payrailz, a trusted, third-party partner of Knoxville TVA Employees Credit Union. Full disclosure available here: tvacreditunion.com/payaperson-disclosure.
14. Restrictions may apply. More details at tvacreditunion.com.

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

NCUA NMLS 167911
tvacreditunion.com
JOIN-000129-5

MANAGE YOUR MONEY

KNOXVILLE TVA EMPLOYEES CREDIT UNION®

Online Banking[5]

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

To get started:

1. Go to **tvacreditunion.com** and click **Login**.
2. Select **Register** and enter your personal information.
3. Create a **username** and **password**.
4. You're set!

To learn more about Online Banking, visit **tvacreditunion.com/onlinebanking**.

Mobile Banking[6]

Get real-time account balances, deposit checks, and move money easily with the mobile app. Mobile Banking offers the convenience and security of Online Banking on the go.

To get started:

1. Download the **KTVAECU® Mobile App**.
2. Open the app and tap **More**.
3. Select **Register** and enter your personal information.
4. Create a **username** and **password**.
5. You're ready to go!

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

TIP: Add your KTVAECU cards to your **Digital Wallet**[6] for a faster, easier, and more secure way to pay.

Look for the KTVAECU App!

GET IT ON Google Play[7]

Download on the App Store[7]

Telephone Banking[8]

Transfer money between your accounts, check your balances, and more with an easy phone call.

To get started:

1. Call **(865) 544-5675** or toll-free at **(866) 588-2328**.
2. Enter your account number.
3. Enter your PIN.
4. Select from menu options to manage your money.

Secure Chat[9]

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

To get started:

1. Visit **tvacreditunion.com**
2. Click the red bubble in the bottom-right corner.

Account Alerts[10]

Take control of your accounts with Account Alerts in digital banking! Get notified of activity by the method you choose.

Choose to receive Account Alerts by text, email, or push notifications! Some alerts include:

- Balance under a certain amount
- Deposit posted
- Loan payment due
- Payment posted
- Withdrawal posted to your account

To get started:

1. Log in to Digital Banking.
2. Select the alert icon.
3. Select **Add New Alert**.
4. Choose where to send your account alert.
5. You're ready to go!

Digital Banking Convenience Tools

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

Direct Deposit[11]
Instantly deposit your paycheck in multiple accounts with the quickest, most secure way to get paid.

Bill Pay[12]
Easily schedule rent, utility bills, and more through Bill Pay, and always make your payments on time.

Check Deposit[12]
Deposit checks into your account anytime, anywhere, with the mobile app or online banking!

Pay-A-Person[13]
Transfer cash to anyone with a debit card, no matter where they bank!

Instant Transfer[6]
Instantly transfer funds between accounts.

Travel Notifications[6]
Let us know when you plan to travel to ensure uninterrupted card service.

Quick Balance[6]
Get real-time updates on your account balance with a single swipe.

Account Suffixes[14]

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

