



“How Do I...”

WHAT I NEED	WHERE TO GO
Contact the Credit Union	<ul style="list-style-type: none"> • By phone from 7 am – 7 pm <ul style="list-style-type: none"> ○ 865.482.0045 ○ 800.482.0049 • Text Us <ul style="list-style-type: none"> ○ 865.482.0045 ○ 800.482.0049 • Chat with Us <ul style="list-style-type: none"> ○ Through Online Banking ○ From the Website • Send Us a Message <ul style="list-style-type: none"> ○ Through Online Banking Message Center • Audio Teller <ul style="list-style-type: none"> ○ 865.482.0045, option 1 ○ 800.482.0049, option 1
Cash Withdrawal	<ul style="list-style-type: none"> • ATMs (70,000 nationwide surcharge-free throughout East Tennessee and the US) <ul style="list-style-type: none"> ○ Weigel’s (~69 locations) ○ Most area convenience stores and financial institutions • Drive-thrus - Find drive-thru locations and hours here. • Find area ATM and branch locations here.
Cash Deposit	<ul style="list-style-type: none"> • Night Drop • Drive-thrus - Find drive-thru locations and hours here.
Check Deposit	<ul style="list-style-type: none"> • Remote Deposit Capture • Night Drop • Drive-thrus - Find drive-thru locations and hours here.
Loan Application	<ul style="list-style-type: none"> • Online • Real Estate - 800.482.0049, option 5 • Mortgage – 800.482.0049, option 6 • Consumer – 800.482.0049, option 7, then option 2 • Video or Chat via Website

Skip-a-Payment/Loan Modification	<ul style="list-style-type: none"> • Skip-A-Payment Form • 800.482.0049, option 7, then option 2 • Video or Chat via Website
Card Services	<ul style="list-style-type: none"> • 800.482.0049, option 3
Wires	<ul style="list-style-type: none"> • 800.482.0049, option 4, then option 3 • Text - 800.482.0049 or 865.482.0045 • Video or Chat via Website
Membership Application	<ul style="list-style-type: none"> • Online • 800.482.0049, option 4, then option 3 • Text - 800.482.0049 or 865.482.0045 • Video or Chat via Website • Local Phone Hours 7 am – 7 pm
Loan Payment	<ul style="list-style-type: none"> • Mobile App • Internet Banking • Make Your Loan Payment • Drive-thrus - Find drive-thru locations and hours here. • Night Drop • 800.482.0049, option 4, option 3
Balance History or General Inquiries	<ul style="list-style-type: none"> • Internet Banking • Datafone Audio Teller – 865.482.0045, option 1 • 800.482.0049, for inquiries select option 4, then option 3 • Text - 800.482.0049 or 865.482.0045 • Video or Chat via Website • Local Phone Hours 7 am – 7 pm
Payroll/Social Security/ACH Questions	<ul style="list-style-type: none"> • 800.482.0049, option 4, then select option 3 • Text - 800.482.0049 or 865.482.0045 • Video or Chat via Website • Local Phone Hours 7 am – 7 pm
Financial Advisors Services	<ul style="list-style-type: none"> • 800.482.0049, ext. 1244
Pay Bills	<ul style="list-style-type: none"> • Online Bill Pay • Credit/ Debit Card • ACH (you'll need your account MICR number, Credit Union ABA# 264281364)

Internet Banking/Mobile App Question	<ul style="list-style-type: none">• 800.482.0049, option 4, then option 1• Text - 800.482.0049 or 865.482.0045• Video or Chat via Website• Local Phone Hours 7 am – 7 pm
Safe Deposit Box Access/ Notary/ Medallion Stamp	<ul style="list-style-type: none">• 800.482.0049, option 4, then option 3 to schedule an appointment