



CONTACTLESS CARDS

at Tennessee Members 1st FCU

Looking for a faster and safer way to pay? With your TN Members 1st Visa[®] Contactless Debit Card, you can tap to pay on a contactless-enabled transaction terminal and be on your way quickly!

Simply tap or hover your debit card near the contactless payment symbol. Contactless cards use an encrypted “token” with every transaction. This one-time use digital token is transmitted to the contactless card reader, which is authenticated by the card reader network. The digital token doesn’t contain your card number or any personal information and cannot ever be used again to make another transaction. Since your contactless card never leaves your hand, you are in control the entire time.

Not sure if you have a contactless card? Simply check your card for the contactless symbol. If you don’t see the symbol with 4 curved lines, you can insert or swipe your card.

Learn more at mymembersfirst.org/member-services/shareacts

Does my EMV Chip Enabled card still work?

Yes. Your EMV Chip Enabled TN Members 1st Visa[®] debit card will continue to work for swipe and chip (insert) transactions.

How do I get a contactless card?

All TN Members 1st Visa[®] debit cards issued after February 26, 2024, will feature the updated look and include contactless technology. The next time your TN Members 1st Visa[®] debit card is issued, you will receive a contactless enabled card. If you would like to have a contactless card issued before your next renewal, call 865-482-4343 or visit your local branch and we’d be happy to assist you!

Where can I use my contactless card?

You can use your contactless card anywhere you see the contactless symbol at checkout. If you don’t see the contactless symbol, your card can still be swiped or inserted to complete your transaction.

What does the contactless symbol look like?

Contactless cards have a wave-like symbol, similar to a sideways wi-fi symbol, on the front of your card. Payment terminals that accept contactless payments will have a similar symbol.



OAK RIDGE LOCATION

112 Administration Rd.
Oak Ridge, TN 37830
865-482-4343

MYMEMBERSFIRST.ORG

Federally insured by NCUA. Equal Housing Opportunity. NMLS #411049.
A CDFI Certified credit union.

KNOXVILLE LOCATION

112 Market Place Blvd.
Knoxville, TN 37922
865-539-4344

PLANNING FOR SPRING OR SUMMER TRAVEL?

MAKE SURE TO LET US KNOW SO YOU CAN USE YOUR CARD AS YOU TRAVEL WITHOUT ISSUES!



PLANNING FOR UPCOMING TRAVEL?

If you're planning for upcoming travel, make sure to contact the credit union before you leave so we can place a travel notice on your account and know to expect out-of-state charges on your credit and/or debit card. If we are unaware of your travels, it's possible that your out-of-town card transactions could be flagged as potential fraud and declined.

Our Fraud Department actively monitors for potential instances of fraud and takes into consideration fraud trends, as well as states or countries with high cases of card fraud, when monitoring accounts. You can place a travel notice by visiting your local branch, contacting us at 865-482-4343, or sending us a message in online or mobile banking. To let us know about your travel plans via digital banking:

- Log in to online or mobile banking
- Click 'Messages' and 'Start a New Conversation'
- Let us know the dates of your travel and the location you're traveling to.
- A Member Service Representative will follow up with you to let you know your travel notification has been received.

CONVENIENT, SAFE, AND SECURE DIGITAL WALLET

Enjoy a more convenient way to pay by adding your TN Members 1st debit card to your Digital Wallet! Simply add your debit card to Apple Pay® or Google Pay™ and enjoy a new secure way to pay — in-person, in-app, or online! Set up your digital wallet today and see all the features and benefits by visiting: mymembersfirst.org

ADD YOUR CARD TO APPLE PAY®

- Open your Wallet app.
- Click the  icon and select 'Debit or Credit Card.'
- Scan your TN Members 1st debit card or select the option to enter card details manually.
- Follow any verification instructions.
- Done! Your card is now in your Apple Wallet.

ADD YOUR CARD TO GOOGLE PAY™

- Open the Google Wallet app.
- Tap 'Add to Wallet' and select 'Payment Cards' and 'new credit or debit card.'
- Scan your TN Members 1st debit card or select the option to enter card details manually.
- Tap 'Save' and follow any verification instructions.
- Done! Your card is now in your Google Wallet.

CREDIT UNION EVENTS, ACTIVITIES & REMINDERS



Thanks to faster digital processing, funds you send and receive that are handled electronically, such as Bill Pay, ACH, Remote Deposit, etc., may post more quickly to your account. Please keep this in mind as you review your available balance(s) and utilize funds available.



Website gets a new look! | Apr. 2024
Memorial Day | May 27
Juneteenth | June 19



As a credit union member, you'll receive periodic emails regarding events, location & service availability, products & services, or important credit union updates. Make sure to let us know if you're not currently receiving these updates or need to update your contact information.

VITAL STATISTICS:

AS OF JANUARY 31, 2024

ASSETS: **\$95,353,294**

SHARES: **\$87,443,808**

LOANS: **\$44,569,570**

MEMBERS: **4,658**

MYMEMBERSFIRST.ORG | ROUTING NUMBER: 264281393

OAK RIDGE BRANCH | 865-482-4343
112 ADMINISTRATION RD, OAK RIDGE, TN 37830

KNOXVILLE BRANCH | 865-539-4344
112 MARKETPLACE BLVD, KNOXVILLE, TN 37922

FEDERALLY INSURED BY NCUA. EQUAL HOUSING OPPORTUNITY.
NMLS 411049. A CDFI CERTIFIED CREDIT UNION.