



## DIGITAL CONVENIENCE

*at Tennessee Members 1st FCU*

Our website - [mymembersfirst.org](http://mymembersfirst.org) - went through an update this spring to bring you more functionality, new features, and improved digital convenience. The updated site is mobile-first, meaning that it will look and function just as well on your phone, as on a tablet or desktop. We've highlighted a few of the new features and updates here but the best way to see and experience the updated site is to go to [mymembersfirst.org](http://mymembersfirst.org) on your internet-capable device.

### Updated Calculators

Provided on several pages throughout our website, our digital calculators can help you find out your payment amount, analyze your budget, help you plan for your savings goals, or help you find out how much home you can afford. Plus, you can enter your email to receive a copy of your calculator information right in your inbox!

*See all the features and updates online at:*  
[mymembersfirst.org](http://mymembersfirst.org)

### Frequently Asked Questions

We've put all the information you want to know in one place. Visit [mymembersfirst.org/faqs](http://mymembersfirst.org/faqs) to see all of our frequently asked questions and requested information. You can browse by category, recently added, most popular, or search for a question. Not seeing an answer to your question? You can use the 'Ask a Question' button at the top of the page to submit a question that our staff will answer - not only updating you but helping to improve our FAQs for everyone!

### Language Translation & Accessibility Options

We want your experience on [mymembersfirst.org](http://mymembersfirst.org) to be one that works best for you! We're excited to have a site that offers full Spanish translation and the ability to select various accessibility options, such as adjusting the cursor size or highlighting specific page features; changing the color contrast; selecting different fonts and font sizes; and turning off all automatic animations. Both translation and accessibility options are built into the updated [mymembersfirst.org](http://mymembersfirst.org) and don't require you to install or download anything to utilize these features.

*\*Updates and information listed above are specifically for [mymembersfirst.org](http://mymembersfirst.org) and may not reflect features and options of third-party sites linked to or included on [mymembersfirst.org](http://mymembersfirst.org).*

#### 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

# FINANCIAL INSTITUTION SPOOFING SCAMS ARE ON THE RISE

CREDIT UNION MEMBERS MUST STAY ALERT TO THE LATEST ATTEMPTS BY SCAMMERS TO ACCESS PERSONAL FINANCIAL DATA.



Fraudsters have the ability to spoof credit union phone numbers and email addresses and use pieces of personally identifiable information to gain members' trust before stealing account funds. TN Members 1st will never contact you directly to request any of your account information, including:

- Social Security Number
- Credit or Debit Card Numbers
- Security Code or CVV
- PIN – Personal Identification Number
- Address
- Date of Birth
- Online Banking Login Information
- Passwords & Verification Codes

If someone contacts you and requests this information or your account details, do not share and hang up immediately. Likewise, if you receive an email, website pop-up, or text with a suspicious link – stop and think before you click. You can always contact the credit union back at 865-482-4343 to verify or report the information request. In the event you have been a victim of identity fraud, your free identity theft protection, available through your credit union membership, has professionals standing by to work with you one-on-one to restore your identity to pre-theft status.

Learn more about your free identity theft coverage online, at: [MYMEMBERSFIRST.ORG/IDPROTECTION](http://MYMEMBERSFIRST.ORG/IDPROTECTION)

## CONVENIENT, SAFE, AND SECURE ESTATEMENTS

eStatements are electronic versions of your account statements. eStatements are free, let you access eligible account statements online, and offer:

- Speed: Faster delivery of statements, no need to wait for the mail.
- Security: Secure electronic delivery, no paper statements in your mailbox.
- Convenience: Historical statements available online.

Enrolling in eStatements is easy! Contact your local branch at 865-482-4343 or click 'eStatements' in the main navigation on digital banking. Keep in mind, in order to sign up for and receive eStatements you need:

- A connection to the internet.
- An active email address.
- A current version of a program that accurately reads and displays PDF files (such as Adobe Acrobat reader).
- A computer and an operating system capable of supporting all the above. You will also need a printer if you wish to print out and retain records on paper and electronic storage if you wish to retain records in electronic form.

## 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.



Independence Day | Thursday, July 4  
Labor Day | Monday, September 2  
Veterans Day | Monday, November 11



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 APRIL 30, 2024

**ASSETS:** \$93,947,926  
**SHARES:** \$87,786,526  
**LOANS:** \$43,376,975  
**MEMBERS:** 4,623

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

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NMLS 411049. A CDFI CERTIFIED CREDIT UNION.