

Tennessee Members 1st FCU is taking the health and wellness of our members and employees seriously amid the growing concerns of coronavirus (COVID-19). At this time, we have implemented precautionary public health and safety measures including closing our lobbies to the public. Although our lobbies are closed, we continue to work to help members meet their financial needs through our Drive Thru, digital banking services, and telephone options. We understand that this can disrupt how our members are able to complete transactions. The chart below provides information on resources to complete various transactions during this time. Our website, mymembersfirst.org, is the best place to find the most current information related to potential service interruptions you may experience as a result of our response to COVID-19.

WHERE CAN I...

	DRIVE THRU	OVER THE PHONE	HOME BANKING	MOBILE APP	OTHER (LISTED)
Deposit Checks	✓	✗	✗	✓	✓ Shared Branch Network
File a Dispute	✓	✓	✗	✗	✗
Get a New Debit Card	✓ <i>Oak Ridge Branch Only</i>	✓ <i>Arrives By Mail</i>	✗	✗	✗
Handle a Cashier's Check	✓	✗	✗	✗	✗
Make Withdrawals	✓	✗	✗	✗	✓ ATM ✓ Shared Branch Network
Pay My Loan(s)	✓	✓	✓	✓	✓ Audio Response Teller ✓ Night Drop
Process Money Order	✓	✗	✗	✗	✗
Request Skip-A-Pay	✓	✓	✗	✗	✓ Website
General Questions	✓	✓	✗	✗	✓ Online Chat

WHAT IF I...

NEED THE CREDIT UNION ROUTING NUMBER: TN Members 1st FCU routing number is: 264281393. Our routing number can also be found on the homepage of mymembersfirst.org and the bottom of your checks.

NEED TO GET INTO MY SAFETY DEPOSIT BOX: Please contact the credit union and we will work with you to set up an appointment.

HAVE A VEHICLE THAT DOESN'T FIT IN THE DRIVE THRU: We understand there may be circumstances where the size or availability of a vehicle will not allow you to utilize the Drive Thru safely, if you find yourself in this situation, please contact the credit union to set up an appointment.

HAVE A UNIQUE TRANSACTION: Please contact the credit union and we will work with you to set up an appointment.

NEED TO CONTACT THE CREDIT UNION: Credit union contact information can be found below.

Oak Ridge Branch
112 Administration Road,
Oak Ridge, TN 37831
PH: 865-482-4343
FAX: 865-482-2617

Knoxville Branch
112 Marketplace Blvd.
Knoxville, TN 37922
PH: 865-539-4344
FAX: 865-539-4143

Audio Response Teller
PH: 865-813-4351
Toll Free: 866-332-6009
mymembersfirst.org