

Tennessee Members 1st FCU is taking the health and wellness of our members and employees seriously amid the current public health situation. Lobby, Drive Thru, digital, and phone banking services are available for your convenience. Although our lobbies remain opened, we encourage members to limit their use of the lobby for essential transactions only. We understand current public health precautions may change how our members are able to complete transactions. The chart below provides information on resources to complete various transactions.

To support the wellness of our employees, members, and community, we have implemented health and safety guidelines at all branch locations. These guidelines can be found on our website and posted throughout our branches. During your visit to the credit union, please limit close contact and utilize healthy hygiene tactics. Additionally, please do not move, remove, or tamper with signage or protective equipment utilized to keep our members and employees safe. 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>	✗	✗	✗
Obtain 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.

HAVE A VEHICLE THAT DOESN'T FIT IN THE DRIVE THRU: Although our lobbies have reopened, we encourage members to limit their use of the lobby for essential transactions only; however, we understand there may be circumstances where the size or availability of a vehicle will not allow you to utilize the Drive Thru safely.

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