

MAKE THE MOST OF DIGITAL BANKING

DIGITAL BANKING IS AN EASY, CONVENIENT WAY TO CHECK ACCOUNT BALANCES, PAY BILLS, TRANSFER FUNDS, VIEW E-STATEMENTS, AND MORE! FAMILIARIZE YOURSELF WITH THESE FEATURES AND FAQs TO GET THE MOST OUT OF DIGITAL BANKING AT TN MEMBERS 1ST.



APRIL 2023

VIEW QUICK DETAILS ABOUT YOUR ACCOUNT

You can quickly see details about your accounts through the details panel in digital banking. This includes your full account and routing number, account balance information, and dividend information. This can be helpful when setting up automatic payments, verifying tax information, or getting a quick look at your available balance.

- When you're logged in to your digital banking, click on your desired account from either your dashboard using the blue buttons at the top of the screen or by selecting 'Accounts' in the left-hand navigation menu and then selecting your desired account.
- Once in your desired account, the details panel will show on the right hand side of the screen, beneath the blue buttons if you're logged in through a web browser or at the top of the screen if you're logged in through the mobile app.

UPDATING YOUR CONTACT INFORMATION & SECURITY SETTINGS

You can easily update your contact information and security preferences through digital banking using the 'Settings' feature.

- Click on your name at the bottom of the left-hand navigation menu and then select 'Settings.'
- Use the general navigation menu to select the information you'd like to review and update.

PROFILE: Contact information & preferred name.

SECURITY: Password, 2factor authentication, devices & connections.

USER ALERTS: Email, in-app, & SMS message alert preferences.

SETTING UP AND RECEIVING ACCOUNT ALERTS

Email, text, and in-app alerts are available to be set up for your accounts. When you're logged in to your digital banking:

- Click on your desired account from either your dashboard using the blue buttons at the top of the screen or by selecting 'Accounts' in the left-hand navigation menu and then selecting your desired account.
- Once in your desired account, you'll click the blue 'Alert Preferences' button on the right-hand side of the screen. This will bring you to the Account Alerts screen where you can edit or add alerts.
- Select edit or add alert to get the options for Text, Email, or In-App Messages. Please note, the phone number and email are brought in through the system and are the information we have on file for you. If you need to update this information let us know or you can update it by clicking your name in the bottom left-hand corner of the screen and selecting 'Settings' to get into your profile settings.
- Once you've configured the alert to your preferences, hit 'add alert' or 'save' depending on if you are adding a new alert or editing an existing alert.

VIEW MORE DIGITAL BANKING FAQs ONLINE AT:
MYMEMBERSFIRST.ORG/ABOUT-US/FAQS

REMOTE DEPOSIT ANYWHERE

DEPOSIT CHECKS ANYWHERE, ANYTIME
USING YOUR MOBILE PHONE AND THE
TN MEMBERS 1ST MOBILE APP. LEARN MORE:
MYMEMBERSFIRST.ORG/ACCOUNT-ACCESS



HOW DO I MAKE A MOBILE DEPOSIT?

Mobile deposit is available for all eligible checking accounts, but you must enroll first. Mobile deposit can only be done through the mobile app.

- Log in to digital banking on your mobile device and click 'Deposit'
- Enter the check amount
- Tap Continue
- Select the account to deposit to
- Take a picture of the front of the check and tap continue
- Take a picture of the back of the check and tap continue
- Verify the information and tap Submit

WHAT NEEDS TO BE INCLUDED ON MY MOBILE DEPOSIT?

Make sure to endorse the back of the check with:


- For Mobile Deposit only @TNMFCU
- Your account number
- The deposit date
- Your signature

If this information is not present, your deposit may be delayed or unable to process. Visit your local branch or contact us at 865-482-4343 if you have questions regarding Remote Deposit Anywhere endorsement requirements.

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



Tax Returns Due | April 18

If you're expecting a tax refund, use direct deposit with your full account number (ex. 1070001234567) and routing number 264281393 to receive your refund quickly and securely. Give us a call if you need assistance finding your full account number.



Memorial Day | May 29

Juneteenth | June 19

All credit union locations closed.



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, 2023

ASSETS:	\$99,208,105
SHARES:	\$88,589,424
LOANS:	\$48,239,355
MEMBERS:	4,802

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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