



Dear Valued Member,

We would like to inform you of an exciting development happening at The Tennessee Credit Union. On September 23rd, 2019, we will be completing a conversion of our primary processing system. This conversion will allow us to better serve our members and enhance your online experience.

We began our process two years ago by researching operating systems that would allow us to streamline internal processes while enhancing our member's experience. The Tennessee Credit Union has more than 25,000 members and is quickly outgrowing our current core system. Finastra, a provider that facilitates a more efficient digital banking platform will allow us to provide the following benefits:

- Enhanced User-Interface for Mobile and Online Banking
- Picture Bill Pay and Mobile Deposit Features
- Debit Card Freeze Feature
- Re-Designed Chip Debit Cards

While most of the changes will happen behind the scenes, there will be some brief disruptions. We hope to work quickly and efficiently so this conversion is as seamless as possible for you.

In the coming weeks, you will be receiving key information via mail, social media, and our website about our conversion, including how your accounts and services will be affected. If you have any questions, please contact Member Services at 800-622-2535. Our staff is well prepared and ready to answer any questions you may have about the conversion.

Once again, thank you for your continued loyalty with The Tennessee Credit Union. We are excited about this conversion and can't wait to better serve you.

Respectfully,

Michael D. Martin
President and CEO
The Tennessee Credit Union