

THE INFORMANT

KLEFCU Quarterly Newsletter, January 2020, Volume 34.1



Let's Grow Together.

2020 KLEFCU ANNUAL MEMBERSHIP MEETING

You're Invited to Join Us on Monday, March 30th, at 6:00 PM

Light Refreshments - Gifts - Cash Door Prizes



YOU'RE INVITED TO JOIN US AT THE 2020 KLEFCU ANNUAL MEETING

At the 2020 meeting, credit union management and elected officials will share information and news about the credit union's current financial status, products and services, achievements and endeavors over the past year, and goals for the future. You'll have the chance to take part in a question and answer session, as well as, cast your vote in the election of credit union officers.

Please mark your calendars and join us for this informative evening on March 30th, at 6:00 pm to be held in our branch lobby. We hope you are able to attend and look forward to seeing you there!

BOARD OF DIRECTOR NOMINEES

The nominations received by the nominating committee will be posted in the credit union lobby by January 15, 2020. After that date, any additional nominations for vacancies must be by signed petition. For instructions on submitting, please see credit union staff. The election will be determined by plurality vote on printed ballot and members will have the option of voting in the credit union lobby or at the meeting on March 30, 2020. Petition nominees, if any, will be posted in the lobby by February 24, 2020.

CO-OP SHARED BRANCHING PARTICIPANT UPDATE

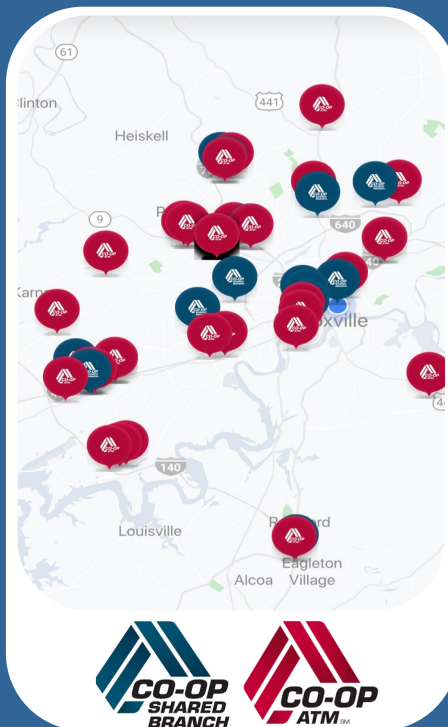
Y-12 Federal Credit Union will not be participating in the CO-OP Shared Branching network as of January 1, 2020. However, there are still nearly 5,600 branches nationwide that KLEFCU members can visit!

For a complete list of locations:

- Visit KLEFCU.com and click on the CO-OP Shared Branch Link.
- Download the CO-OP ATM/Shared Branch Locator Mobile App.
- Text a Zip Code to 91989 to find nearby locations.
- Call 888-748-3266 to find a location by telephone.

SB=Shared Branch

SBX=Shared Branch Express



7 MORTGAGE MAKES HOME BUYING EASY

Looking for a mortgage that is quick and easy? Let the experts at 7 Mortgage assist you with purchasing your dream home or refinancing your current mortgage. They have revolutionized the process to make it quick, easy, and more convenient for members by applying online.

Visit KLEFCU.com and look for the 7 Mortgage link under the loans tab to get information on home buying, and to begin your online loan application.

Electronic Funds Transfer Disclosure

Knoxville Law Enforcement Federal Credit Union offers several electronic fund transfer services to save you time, and provide you with quick and easy access to your money. Please read this Electronic Fund Transfer Disclosure for information about these services and your rights under the law.

ATM SERVICES: With your specially encoded card and access code, you can conduct these transactions at ATMs on the MONEY PASS NETWORK: Withdraw up to \$200 in cash daily. (Saturday, Sunday and Monday are considered one day). Make advances from your line of credit. Obtain the current balance on your share and share draft accounts. Transfer funds between your share and share draft accounts. Each time you use an ATM, a complete description of your transaction will be printed on a receipt. The credit union will refuse any transaction which draws upon insufficient funds, exceeds a credit limit, or lowers an account below a required minimum balance. Higher withdrawal limits will be considered upon request.

DIRECT DEPOSIT: You can instruct your employer, the U.S. Treasury Department or another financial institution to send your paychecks or recurring federal checks such as a Social Security Benefit or Civil Service Annuity to your credit union accounts. Deposits are considered made on the calendar day of deposit. Funds are available from a teller on the day of deposit. If the credit union is not open, funds will be available on the next business day. Funds are available through the ATM on the first business day after the day of deposit. For more details, see your Knoxville Law Enforcement Federal Credit Union Funds Availability Policy Disclosure. If you have arranged to have direct deposits made to your account, you can call us at the main office, or use your audio response service to find out whether the deposit has been credited to your account.

ACH CHECK CONVERSION: You can instruct a merchant to use your personal check to initiate a one-time electronic debit from your account. The credit union may refuse any transaction which draws upon insufficient funds, exceeds a credit limit, lowers an account below a required minimum balance, or results in more than 6 limited transfers a month from your share account.

PREAUTHORIZED PAYMENTS: You may authorize third parties to automatically debit your share draft account to pay for goods and services, or to make your loan payments. The credit union may refuse any preauthorized payment that draws upon insufficient funds. If these regular payments vary in amount, the third party will tell you 10 days before each payment when your account will be debited and for how much, unless you have made other arrangements.

STOPPING PREAUTHORIZED PAYMENTS: You can stop preauthorized payments from debiting your account. Here's how: Contact us at the following address in time for us to receive your request at least 3 business days before the payment is scheduled to be made. Knoxville Law Enforcement FCU, 501 E. Summit Hill Drive, Knoxville, TN 37915, (865) 522-3900. If you call, we may also require you to put your request in writing and get it to us within 14 days from the day you call. We will charge a stop payment fee for each stop payment you request. If you order us to stop a preauthorized payment at least 3 business days before the debit is scheduled, and we do not do so, we will be liable for your losses or damages.

YOUR ACCESS CODE: You will receive one four-digit code to access your account through an ATM, and another four-digit code to access your account through audio response. The code is called your Personal Identification Number (PIN). You are responsible for keeping these codes private. If you keep your PIN in writing, keep it in a separate location from your ATM card.

AUDIO RESPONSE: You can complete many transactions by calling the credit union's computer 24 hours a day, 7 days a week with a touch-tone telephone. You will have access to your account with a confidential access code. You may obtain: current balance, share deposit history, loan payment history, transfer funds between accounts, transfer funds from your line of credit. The credit union may refuse any transaction which draws upon insufficient funds, exceeds a credit limit, lowers an account below a required minimum balance, or results in more than 6 limited transfers a month from your share account.

FEES: There is currently no charge to you for having direct deposits or preauthorized payments.

ACH FEES: Stop Payment: \$30.00 each, Insufficient Funds: \$30.00 each

ATM / MASTERCARD CHECK CARD SERVICES: Over eight ATM withdrawals per month: 0.50 each, Withdrawals from PLUS: \$1.00 each, ATM w/o share draft account fee: \$4.00 month, ATM / MASTERCARD CheckCard replacement: \$5.00 each, NSF ATM withdrawal/POS: \$30.00 each, Over eight ATM transfers per month: \$0.25 each

PERIODIC STATEMENT: You will receive a monthly statement unless no electronic fund transfer occurs during that month. Regardless, you will receive an account statement at least quarterly.

ERRORS OR QUESTIONS ABOUT TRANSFERS: Call or write to us as soon as possible, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you within 60 days after we sent the FIRST statement on which the problem or error appeared. Please provide this information: Your name and account number, A description of the error or transfer in question. Explain clearly why you believe there is an error or why you need more information. The dollar amount of the suspected error; If you call us, we may require that you send us your complaint or question in writing within 10 business days. We will tell you the results of our investigation within 10 business days after we hear from you and we will correct any error promptly. If we need more time, we may take up to 45 days to investigate. If we extend the investigation time, we will credit your account within 10 business days for the amount you think is in error so that you will have the use of the money during our investigation. (We may extend our investigation deadlines from 10 business days to 20 and from 45 days to 90 for transactions that originated outside of the U.S.) If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. If we decide that there was no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

LOST OR STOLEN ACCESS CODE OR CARD LIABILITY: If you believe your access code or card has been lost or stolen, NOTIFY US AT ONCE. Calling us is the best way to limit your losses. CONTACT US: (865) 522-3900, Knoxville Law Enforcement Federal Credit Union, 501 E. Summit Hill Drive, Knoxville, TN 37915. If you contact us within 2 business days, you can lose no more than \$50 if someone used your access code or card without your permission. If you DO NOT contact us within 2 business days, and we can prove we could have stopped someone from using your access code or card if you had contacted us, you could lose up to \$500. Depending on extenuating circumstances, these time periods may be extended.

YOUR LIABILITY FOR UNAUTHORIZED TRANSFER: If your account statement lists unauthorized transfers, NOTIFY US AT ONCE. If you do not contact us within 60 days after the statement was mailed to you, we may not refund any money you lost after the 60 days if we prove that we could have stopped the illegal transactions had you notified us in time. Depending on extenuating circumstances, these time periods may be extended.

KLEFCU'S LIABILITY: If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will NOT be liable under these circumstances: If, through no fault of ours, you do not have enough money in your account to make the transfer; If the ATM does not have enough cash; If the ATM or audio response system was not working properly and you knew about the malfunction when you started the transfer; If circumstances beyond our control, such as fire or flood, prevent the transfer, despite reasonable precautions we may have taken; If the money in your account is subject to legal process or other encumbrance.

PROTECTING YOUR PRIVACY: We will not disclose information to third parties about your account or the transfers you make except: Where it is necessary for us to complete the transfer; To verify the existence or status of your account for ordinary business purposes, such as a request from a credit reporting agency or merchant, etc; In order to comply with a government process or court order; If you give us written permission.

OFFICE LOCATION AND BUSINESS HOURS: 501 E. Summit Hill Drive, Knoxville, TN 37915, (865)522-3900, Monday & Tuesday— 8:30 am-5:00 pm, Wednesday— 8:30 am-12:30 pm, Thursday— 8:30 am-5:00 pm, Friday—8:30am-5:00 pm. Saturday, Sunday and Holiday transactions are posted on the next business day or in compliance with the Availability of Funds Disclosure.

ELECTRONIC FUND TRANSFER SYSTEM CHANGES: We reserve the right to change or amend the terms of our electronic fund transfer systems by mailing or delivering a notice to you. Prior notice may not be given if an immediate change is necessary to restore the security of your account.

www.klefcu.com

Holiday Closings

Martin Luther King Jr. Day
January 20, 2020

Good Friday
April 10, 2020

Hours Of Operation

Monday, 8:30 AM - 5:00 PM
Tuesday, 8:30 AM - 5:00 PM
Wednesday, 8:30 AM - 12:30 PM
Thursday, 8:30 AM - 5:00 PM
Friday, 8:30 AM - 5:00 PM

Lost/Stolen Debit Card

1-800-264-5578

FraudWatch Fraud Prevention

(866)842-5208

FraudWatch Hot Carding Services

(800)264-5578

Mailing Address

501 E. Summit Hill Drive
Knoxville, TN 37915

Web Address

WWW.KLEFCU.COM

Contact Numbers

Phone: 865-522-3900
Fax: 865-637-4897

Financial Highlights

(As of October 31, 2019)

Assets: \$26,871,732.01
Members: 1,778



GET YOUR MAXIMUM REFUND AND SAVE
LoveMyCreditUnion.Org

intuit **turbotax**

Credit Union Members SAVE UP TO \$15



7 MORTGAGE



CO-OP SHARED BRANCH

NCUA
National Credit Union Administration, U.S. Government Agency

EQUAL HOUSING LENDER

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