

Knoxville Law Enforcement Federal Credit Union

THE INFORMANT

Quarterly Member Newsletter, January 2024, Volume 38.1



JOIN US FOR THE KLEFCU

2024



ANNUAL MEETING

MONDAY
25 MARCH



START AT
06:00 PM



501 E. Summit Hill Drive, Knoxville, Tennessee

SAVE THE DATE: CREDIT UNION ANNUAL MEETING

We are thrilled to extend an invitation to our upcoming event - The Credit Union Annual Membership Meeting. Please mark your calendars for March 25, 2024, at 6:00 pm. This year's meeting will take place in the credit union lobby, and we hope to see you there!

During the meeting, our leadership team will present information about the credit union's financial performance and strategic initiatives. Members will have the opportunity to ask questions and provide feedback to our team. It's also an excellent opportunity to socialize with other members while enjoying refreshments. We look forward to seeing you at the KLEFCU Annual Meeting!

BOARD OF DIRECTORS NOMINATIONS UPDATE

The nominating committee will post the board of director nominees that were received in the credit union lobby by January 15. In case of any additional nominees, submission through signed petitions is the only way. For more information on how to submit, please contact your credit union staff.

If there are more than three nominees, a printed ballot will determine the election based on the majority vote. Members can cast their votes in the credit union lobby or during the meeting on March 25. The list of petition nominees, if any, will be posted in the lobby by February 24, 2024.

Lunch and Learn For Older Adults: Managing Your Finances in Retirement

Are you looking for ways to manage your finances in retirement?

Join us for a free lunch and learn informational session on February 28, 2024 at 12:30 PM. This session is designed for older adults who want to learn more about managing their finances in retirement. We will cover topics such as budgeting for retirement, managing debt in retirement and protecting your retirement savings. Plus, our expert speakers will provide valuable insights and tips on how to make the most of your retirement savings.

Registration:

This event is free, but registration is required and limited to first 10 participants. Please RSVP by February 21, 2024 to reserve your spot. To register, please call us at (865)522-3900 or email us at info@klefcu.com

We look forward to seeing you there!

BLAKELY MEMORIAL FUND

On behalf of the Tucker Blakely family, we would like to extend our heartfelt gratitude to our membership and community for their generous donations to the Memorial Fund in honor of fallen officer Tucker Blakely. Your support during this difficult time is greatly appreciated.



Officer Blakely was a hero who lived and died serving his community. We are grateful for your kindness and support.

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 \$500 in cash daily. 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.

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 may 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 least 3 business days before the payment is scheduled to be made. 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 of 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 have an opportunity to set a four-digit code once activating you ATM/Debit card. The code is called your Personal Identification Number (PIN). You are responsible for keeping the PIN private. If you keep your PIN in writing, keep it in a separate location from your ATM card.

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 / 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/Debit Card replacement: \$10.00 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. 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, Thursday, & Friday— 8:30 am–5:00 pm, Wednesday— 8:30 am–12:30 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.

HOLIDAY CLOSINGS

New Year's Day

January 1, 2024

Martin Luther King

January 15, 2024

Good Friday

March 29, 2024

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

DEBIT CARD ACTIVATION

1-800-992-3808

LOST/STOLEN DEBIT CARD

1-833-311-0057

DEBIT CARD FRAUD

1-833-311-0058

WEB ADDRESS

WWW.KLEFCU.COM

CONTACT NUMBERS

Phone: 865-522-3900

Fax: 865-637-4897

MAILING ADDRESS

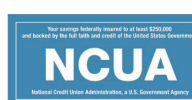
501 E SUMMIT HILL DR
KNOXVILLE, TN 37915

FINANCIAL HIGHLIGHTS

(As of 10/31/2023)

Assets: \$36,640,681.43

Members: 1,761



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