

THE INFORMANT

Quarterly Member Newsletter, January 2025, Volume 39.1



ANNUAL MEETING

All KLEFCU Members Are Invited

MARCH 31, 2025 AT 6:00 PM

KNOXVILLE LAW ENFORCEMENT FEDERAL CREDIT UNION
501 E SUMMIT HILL DRIVE, KNOXVILLE, TN 37915

GreenPath Financial Wellness for Our Members

At Knoxville Law Enforcement Federal Credit Union, we are dedicated to supporting your financial well-being. That's why we offer GreenPath Financial Wellness, a program designed to help you take control of your finances and reach your goals.

GreenPath provides personalized counseling, budgeting tools, debt management assistance, and credit improvement resources to help reduce financial stress and build a strong financial future.

Take advantage of this valuable service at no extra cost to you. Start your journey to financial wellness today with GreenPath!



CREATE A BUDGET



SAVE MORE



PAY OFF DEBT



IMPROVE CREDIT



BUY A HOUSE



PLAN FOR FUTURE

Connect With A Counselor Today

877-337-3399

SAVE THE DATE: CREDIT UNION ANNUAL MEETING

We're excited to invite you to our upcoming event — the Credit Union Annual Membership Meeting! Please save the date for March 31, 2025, at 6:00 pm. This year's meeting will be held in the credit union lobby, and we'd love for you to join us.

Our leadership team will share updates on the credit union's financial performance and future goals, and we'll also provide plenty of time for questions and feedback from our members. It's a great chance to connect with fellow members and enjoy some light refreshments.

We can't wait to see you there and look forward to an engaging and enjoyable evening 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, 2025. 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 31. The list of petition nominees, if any, will be posted in the lobby by February 24, 2025.

WIN TAX SEASON!



Exclusive Discounts on Tax Prep.

And get a chance to win \$10,000.



INTUIT turbotax



H&R BLOCK

CLICK ON THE TURBOTAX LINK AT KLEFCU.COM

NEW KLEFCU OFFICE HOURS BEGINNING JANUARY 2, 2025

MONDAY 8:00AM - 4:30PM
TUESDAY 8:00AM - 4:30PM
WEDNESDAY 8:00AM - 12:00PM
THURSDAY 8:00AM - 4:30PM
FRIDAY 8:00AM - 4:30PM

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— 8:00 am-4:30 pm, Wednesday— 8:00 am-12:00 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.

HOLIDAY CLOSINGS

New Year's Day

January 1, 2025

Martin Luther King

January 20, 2025

Presidents' Day (Employee Training)

February 17, 2025

Good Friday

April 18, 2025

HOURS OF OPERATION

Monday, 8:00AM - 4:30 PM

Tuesday, 8:00 AM - 4:30 PM

Wednesday, 8:00 AM - 12:00 PM

Thursday, 8:00 AM - 4:30 PM

Friday, 8:00 AM - 4:30 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 10/31/2024)

Assets: \$42,366,394.84

Members: 1,747



47248-NWSLTR-0125