

ENROLL NOW FOR E-STATEMENTS

Please read below for instructions on how to enroll for e-statements.

When you enroll, your name will be eligible for a monthly \$50 drawing.

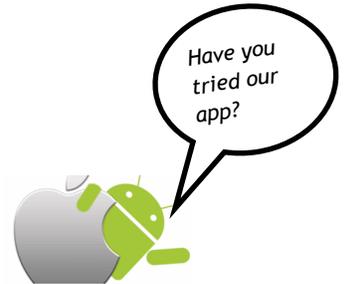
Enrollment Instructions:

1. Login to Home Banking (For first time home banking users, click on the blue enroll tab on the left side of the page to enroll in home-banking). *Must be done on the home banking website and not the mobile app or mobile website.*
2. After you have logged into home-banking, click on the Self Service tab or on the blue e-statement link.
3. Click on e-statements under additional services
You will see a message that reads: An email will be sent to your current email address when statements are available for viewing.
4. Click on sign up button.
5. If pop up blocker appears, click on always allow.
6. Please read Statement Express Enrollment Terms and Conditions, and then click on Accept Button.
7. After you accept the terms & conditions, it takes you to the Statement Express site.
You are now enrolled in e-statements. Remember: You will receive an email notification at the first of each month notifying you when your statement is ready for viewing.
8. Please log out of Statement Express to return to your virtual branch home banking site.

Frequently Asked Questions:

1. Is there a charge for e-statements? No, we encourage you to sign up to help reduce printing and postage expenses.
2. Will I still receive a paper statement? No, once you enroll you will only receive your e-statement.
3. Can I request a paper statement if I need it? Yes, a fee may apply.
4. How long will I have access to my e-statement history? It will build up to 18 months after you enroll.
5. Where can I update my email address? After you login to Virtual Branch-Home banking, at the top right corner, hover over the 3rd icon, and click on Personal Information. Update the email section and click ok. Next, update your email in Statement Express. Click on the Profile Tab located at the top of the page. Enter new email and hit submit.
6. Can I cancel my enrollment in e-statements? Yes, you can at any time.

Remember: Enroll in e-statements to be eligible for a \$50 monthly drawing. If your name is drawn, you will not be eligible for future drawings. Must have an active enrollment at the time of the drawing.



Check out our mobile app!
Located in the Google Play Store
and the Apple App Store!! Search
JTVAECU in the store search bar!

You can also use the QR Codes
Below!

Apple

Android





OFFICE LOCATIONS

MAIN OFFICE:

209 HWY 641 N.
CAMDEN, TN 38320
(731)584-7238
(800)338-4609

JVILLE PLANT:

535 STEAMPLANT RD
NEW JOHNSONVILLE, TN
37134
(931)535-2084

JVILLE LONG ST:

213 LONG ST
NEW JOHNSONVILLE, TN
37134
(931)535-9000

CUMBERLAND CITY:

815 CUMBERLAND CITY
RD
CUMBERLAND CITY, TN
37050
(931)827-6266

HUNTINGDON:

20405 E. MAIN
HUNTINGDON, TN 38344
(731)986-2245

TRAVEL NOTES FOR DEBIT/CREDIT CARDS

If you are traveling out of the area this summer, please call the credit union before you leave to put travel notes on your debit and/or credit card. This will alert our fraud department that you are using your card outside of your normal area. This will help prevent your card from being declined due to potential fraud. Have a great and safe vacation.

REMINDER...EMV CHIP CARDS

We began issuing EMV Chip Debit/Credit cards in May 2016. As your card expires, you will be re-issued an EMV Chip card. Please call or visit our website at www.jtvaecu.org with any questions.

HAVE YOU MOVED....

If so, please update your new address and phone number (including cell number) by contacting any branch for address change details. It is important to update your phone/cell phone number(s) in case our fraud department needs to verify a debit or credit card transaction with you.

AUTO LOANS...

Are you trading vehicles this summer...Get pre-approved and lock in a low rate! Are you looking to move your auto loan to the credit union for a lower rate and monthly payment...Call us today! See our rates at www.jtvaecu.org

SAFETY TIPS FOR MOBILE USERS

Our mobile app means your credit union account is just a few taps away. Here are some tips to stay safe.

1. Password protect your phone or tablet to restrict access.
2. Keep track of your device and avoid leaving it unattended; enable the time out or auto-lock feature.
3. Avoid doing business from an unsecured Wi-Fi network, such as those in coffee shops or hotel lobbies. You are vulnerable to scammers who may be able to access your personal information.
4. Don't send account numbers or other sensitive information through regular e-mails or text messages.
5. If your mobile device is lost or stolen, contact the credit union immediately.

