

## MONEY TALK

## Annual Meeting

Due to Covid-19, the Annual Meeting has not been scheduled.

Please watch for an update on the date, time and location for the Annual Meeting.

This year TVA Credit Union employees decided instead of gifting each other that we would pool money and give to charity. The credit union said it would match the employees' donations. Together, we have raised \$900.00 and have decided to donate it to the Second Harvest Food Bank. The food bank was thrilled to receive this gift which will provide 3,600 meals.

OFFICE LOCATIONS:

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

**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

## JOHNSONVILLE TVA EMPLOYEES CREDIT UNION

## Federal Financial Institutions Examination Council (FFIEC)

Member Education

Johnsonville TVA Employees Credit Union (JTVAECU) is committed to preserving your privacy and security. With more consumers using the internet to conduct banking transactions, unscrupulous individuals are busy developing new scams targeting the unsuspecting public. One of the best ways to avoid fraud is to become an educated consumer and we would like to help you in this endeavor. Please take a moment to read this important information on how to keep yourself safe when conducting business online.

Protections under Regulation E

Regulation E, also known as Electronic Funds Transfer Act, outlines the rights, liabilities and responsibilities of consumers that use electronic services. Electronic Fund Transfer services include but are not limited to Debit Card, Online Banking, Bill Pay, Mobile Banking, Automated Clearing House (ACH), and Automated Teller Machine (ATM) transactions. These rights, liabilities and responsibilities are described in the Electronic Funds Transfer Agreement and Disclosure that you received at account opening.

Contact with JTVAECU

Johnsonville TVA Employees Credit Union is committed to preserving your privacy and security. Please remember, JTVAECU and its affiliate partner will **NEVER** request your sensitive account information via text, phone, or email. JTVAECU will **NEVER** contact you and ask your username, password, other online banking credentials, credit or debit card number or PIN.

Our Fraud Prevention provider, Fiserv Card Services, may contact you from 877-253-8964 on behalf of JTVAECU to verify unusual debit card transactions. Fiserv Card Services will **NEVER** ask for your card number, expiration date, PIN number or online banking credentials. They might ask to verify your mailing zip code, the last four digits of your card number, and/or the amount of your last valid transaction or payment. If you are uncomfortable with the call, please hang up and call them back at 800-262-2024. For the Fraud Prevention program to operate at its highest level, please contact JTVAECU to update your cell phone number(s) and email address. Also, contact the credit union to update any travel plans.

### Tips for Keeping Your Information Safe

- Set good passwords. A good password is one that is not easily guessed. Change your passwords frequently. Do not share your passwords with others. Passwords should be at least 8 characters long.
- Safeguard your PIN with your debit card as you may be liable for unauthorized use.
- Do not reveal personal information via email. Emails and text messages can be masked to look like they are coming from a trusted sender when they are actually from someone else. Play it safe, do not send your personal information such as account numbers, social security numbers, passwords etc. via email or texting.
- Do not download that file! Opening files attached to emails can be dangerous especially when they are from someone you do not know as they can allow harmful malware or viruses to be downloaded onto your computer. Keep your home and work computers safe with current technology solutions, including gateway routers and virus/malware/spyware detection software, which will help prevent virus infections and warn you when you are attempting to access a known phishing site.
- Links are not always what they seem. Do not use links in messages, even if the message appears to come from JTVAECU. Enter JTVAECU's web address in the browser yourself. Phishers can make links look like they go one place but it actually sends you to their legitimate-looking fake site. Ignore emails or pop-up messages that request personal or financial information. When using websites look for the (S) in HTTPS on the address bar to insure that it is a secure website.
- Web sites are not always what they seem. Be aware that if you navigate to a website from a link you do not type, you may end up at a site that looks like the correct one, when in fact it is not. Take time to verify that the web page you're visiting matches exactly with the URL that you would expect.
- Logoff from sites when you are done. When you are ready to leave a site you have logged in to, logoff rather than just closing the page.
- Monitor account activity. Review credit card and account statements as well as online transactions as soon as they are available to check for unauthorized charges and report any unauthorized transactions immediately. In addition, request a free credit report to monitor your credit transaction accounts at [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228.
- Assess your risk. We recommend periodically assessing your online banking risk and put into place increased security controls where weaknesses are found, particularly for members with business accounts. Some items to consider when assessing your online banking risk are:
  1. *Who has access to your online business accounts?*
  2. *How and where are user names and passwords stored?*
  3. *How strong are your passwords and how often are they changed?*
  4. *Do you have antivirus protection on your computer?*
  5. *Do you have dual controls or other checks and balances with respect to access to online banking transactions?*

### Additional Resources

If you have been scammed, visit the Federal Trade Commission's Identity Theft website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) for assistance. Also, file a complaint on the Federal Bureau of Investigation's Internet Crime Complaint Center website at [www.ic3.gov/](http://www.ic3.gov/).

Please check out the following websites for additional information:

[www.staysafeonline.gov](http://www.staysafeonline.gov)

[www.idtheft.gov](http://www.idtheft.gov)

[www.onguardonline.gov](http://www.onguardonline.gov)

If you should notice any suspicious account activity or experience any information security-related events, please contact Johnsonville TVA Employees Credit Union immediately at 800-338-4609.

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Start off the new year by checking your account ownership and beneficiaries

Visit any office to verify your information.