



# Member Assets



An Official Publication of Alcoa Tenn Federal Credit Union...A Place Where You Belong

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## The Next Evolution of Alcoa Tenn is Here! ATFCU Completes System Upgrade

It's been referred to as, "the next evolution of Alcoa Tenn that will bring our credit union into the future." And now, it's finally here!

Over the course of time, the needs of our society continue to grow in response to the increasing demands of the world we live in. With this in mind, any move toward a future of promise requires change, hard work, and dedication. That is exactly what the Staff of Alcoa Tenn set about doing with a clear intention in mind—to further empower the membership by meeting their needs with an enhanced member experience.

Members were made aware of the upgrade over the course of the past few months, however all Staff have been working diligently behind the scenes in various areas of the year long process which began as early as April, 2023. Credit Union leadership worked hand in hand with the

IT department, navigating the logistics of the upgrade while other employees took time to develop and implement training on the new member service platform. During this time, all ATFCU Staff went above and beyond, adding extra hours of training to their day to day duties in order to bring this much needed upgrade to the Credit Union. While an undertaking such as this is sure to bring about a little stress, employees also saw this as an opportunity to further enhance the community of teamwork in the office by engaging in a handful of fun activities which included a Staff chili cook-off and a scavenger hunt.

As the upgrade journey comes to a close, ATFCU is excited to ring in a new era of service to the membership. Members can expect a vastly improved banking experience at Alcoa Tenn. Along with enhanced security, functionality and efficiency, the

upgrade brings with it a new member service platform that will aid front line and back office Staff in providing the best member service possible. Also included: A new digital banking and mobile app that improves the way members manage their accounts, utilizing new features such as savings round-up, the ability to add multiple travel alerts, request new debit cards, and much more!

Moving forward into the future will always require a change or "evolution" so to speak. But



one thing that will never change is Alcoa Tenn's unwavering commitment to meet the needs of our members throughout the course of time. We are excited about the new possibilities this upgrade will bring to the Credit Union and most importantly, YOU our members.

### STAFF SPOTLIGHT – MELISSA

Serving the membership for 16 years now at Alcoa Tenn's Main Office, you're certain to be familiar with the warm smile and bubbly personality of Melissa Coatney. Her positive spirit and interactions with members on the teller line and fellow co-workers leave a trail of encouragement in her wake.

Speaking of trails, Melissa has conquered

quite a few of them as an avid hiker. She has been featured three times on WBIR Channel 10 for her inspiring journey to a healthy lifestyle amongst the beautiful landscape of the Smoky Mountains. Having logged more than 10,000 miles, she most recently accomplished her 100th summit to Mt. Leconte.

Melissa doesn't limit herself to going the extra mile, especially when it comes to serving the members. "I love helping our members in any way that I can," she says. "We truly care about everyone here. It feels like family and I strive to do my part to make sure the members feel that way as well."

When she's not hiking, she loves spending time with her husband and 2 sons. Stop by the Main Office and say hi to Melissa soon!



Melissa Coatney



ATFCU staff training session



The Credit Union will be

# CLOSED

## MONDAY

May 27, 2024

in observance of

### MEMORIAL DAY

## MONDAY

June 19, 2024

in observance of

### JUNETEENTH

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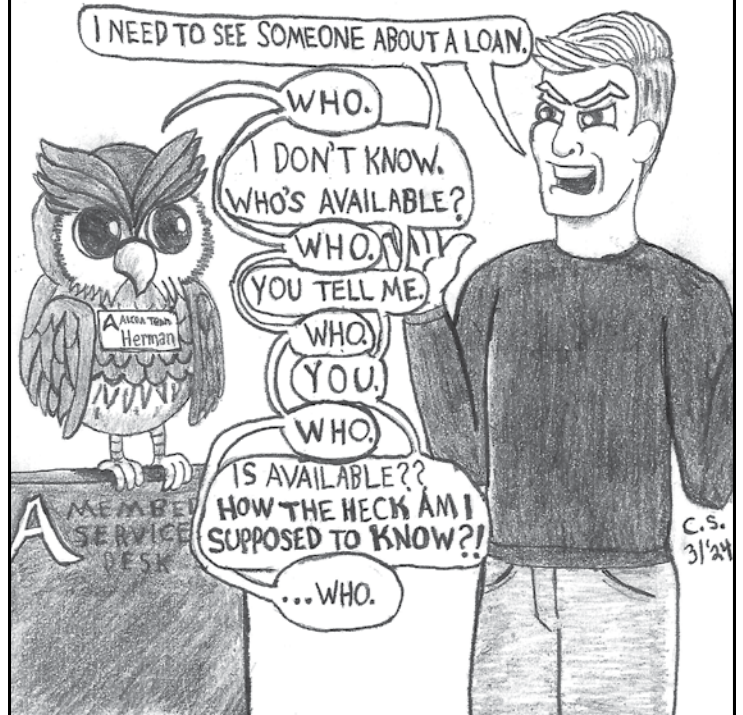
**Jon Murray**  
Wealth Manager

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## Uncommon cents



HERMAN LOVES WORKING AT ALCOA TENN EVEN THOUGH AT TIMES HE IS A LITTLE MISUNDERSTOOD.

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6.49% (36 mos)

6.65% (72 mos)

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3 yr ARM 5.65% – 7.42% APR

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7 yr ARM 5.95% – 7.01% APR

10 yr ARM 6.15% – 6.86% APR

HELOC @ 8.50%



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(865) 977-3118  
(865) 977-0253, fax  
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ALCOA TENN FEDERAL CREDIT UNION - A Place Where You Belong... Your Community, Your Credit Union!