



“How Do I...”

WHAT I NEED	WHERE TO GO
Cash Withdrawal	<ul style="list-style-type: none"> • ATMs (80,000+ surcharge-free throughout East Tennessee and the US) <ul style="list-style-type: none"> ○ Weigel’s (~69 locations) ○ Most area convenience stores and financial institutions • Drive-Thrus (all branch drive-thrus are open M-F 8 am – 7 pm, Saturday 9 am – 2 pm) • You can find area ATM and branch locations here.
Cash Deposit	<ul style="list-style-type: none"> • Night Drop • Drive-Thrus (all branch drive-thrus are open M-F 8 am – 7 pm, Saturday 9 am – 2 pm)
Check Deposit	<ul style="list-style-type: none"> • Remote Deposit Capture - Mobile App • Night Drop • Drive-Thrus (all branch drive-thrus are open M-F 8 am – 7 pm, Saturday 9 am – 2 pm) • You can find branch / night drop locations here.
Loan Application	<ul style="list-style-type: none"> • Online • (800) 482-0049, option 2. • Web Chat
Skip-a-Payment / Loan Modification	<ul style="list-style-type: none"> • Skip a Payment Form • (800) 482-0049, option 2. • Web Chat
Card Services	<ul style="list-style-type: none"> • (800) 482-0049, option 3
Wires	<ul style="list-style-type: none"> • (800) 482-0049, option 0

Membership Application	<ul style="list-style-type: none"> • Online • (800) 482-0049, option 0 to schedule an appointment
Loan Payment	<ul style="list-style-type: none"> • Mobile App • Internet Banking • Alexa Voice Teller • Remote Loan Pay (w/ funds from another financial institution) • Drive-Thrus (all branch drive-thrus are open M-F 8 am – 7 pm, Saturday 9 am – 2 pm) • Night Drop • (800) 482-0049, option 0
Balance History or General Inquiries	<ul style="list-style-type: none"> • Internet Banking • Alexa Voice Teller • Datafone Audit Teller (800) 482-0045, option 6 • (800) 482-0049, option 0
Payroll / Social Security / ACH Questions	<ul style="list-style-type: none"> • (800) 482-0049, option 0 • (800) 482-0049, ext. 1207 ABA# 264281364
Financial Advisor Services	<ul style="list-style-type: none"> • Online Appointment • Email adam.brown@enrichmentfcu.org • (800) 482-0049, ext. 1160
Pay Bills	<ul style="list-style-type: none"> • Online Bill Pay • Credit / Debit Card • ACH (you'll need your account MICR number, Credit Union ABA #264281364)
Internet Banking / Alexa Voice Teller / Mobile App Question	<ul style="list-style-type: none"> • (800) 482-0049, option 0
Safe Deposit Box Access / Notary / Medallion Stamp Services	<ul style="list-style-type: none"> • (800) 482-0049, option 0 to schedule an appointment