



A Message from the President/CEO

On behalf of the New South Board of Directors and staff, I would like to say a heartfelt “Thank You” to our members for your patience and understanding these last few weeks. At New South, the health and well-being of our members, staff, and communities are always a top priority. Rest assured that we continue to monitor the situation and are working closely with the TN Department of Health as well as the TN Department of Financial Institutions and have contingency plans in place to address the Coronavirus (COVID-19) pandemic. We regularly review, test, and update our plans to help ensure uninterrupted service to our members.

As of the date of print of this newsletter, all of our branch locations are operating on a Drive-Thru Only basis (if applicable). Loans are being done remotely via email, by fax, by mail if needed, as well as by appointment at the local branches to capture signatures. To stay up to date with the most recent Credit Union news, including alternate hours or accessibility, please call to ensure we have your most recent email on file. As always, please contact us at 865.523.0757 if you have any questions or concerns.

New South is a technology driven financial institution and we are well positioned to provide you with 24/7 uninterrupted financial services in events like this. We offer the latest in convenient, remote banking services and we invite you to utilize these convenient services at all times, but even more so now.

Through Digital Banking (Online Banking or Mobile Banking), you can:

- Get your account balances and transfer funds
- Make payments to your loans
- Deposit checks with our Remote Deposit Mobile App
- Use Bill Pay to make contactless payments to other businesses
- Send money to anyone with a debit card or checking account - no matter where they bank or live by using our Send \$ - P2P (Pocket 2 Pocket) service
- Apply for a Loan or Credit Card
- Open sub-accounts, certificates and checking accounts
- Order checks
- Communicate with our staff with Secure Messenger within our Mobile App or via email to service4u@newsouthcu.com
- And much more!

To enroll for Online Banking, visit our website. It only takes a few minutes. To download our Mobile App, go to the Apple Store or Google Play.

If you need access to cash, you can easily make free cash withdrawals at our ATM’s and at ATMs in several local convenience stores, or at any of the 50,000+ surcharge-free ATMs that are in our affiliated networks listed on our website.

At New South, we are a family. We are here for you. If you have been negatively affected by the pandemic and need help making your New South loan payments or need extra cash until you are back to work, etc. please give our lending department a call at 865.523.0758 x352.

Thanks again for being a New South member – we appreciate you!


Richard Schulz
President/CEO



Annual Meeting & Member Appreciation Day.

Due to recent events involving the Coronavirus (COVID-19), New South Credit Union wants to assure you that we are taking every precaution possible to protect the health of our employees and members. In light of the situation, we have elected to postpone our Credit Union Annual Meeting and Appreciation Day originally scheduled for Saturday April 25th to a later date (yet to be determined). Please watch your email for further information. We look forward to seeing you all a little later in the year!

A Sad Goodbye

It is with a heavy heart that we said goodbye to longtime volunteer board of director member Jerry "Woody" Hutson, who passed away on March 1st, 2020. Jerry was well loved and will be missed by the staff, fellow board members, fellow Norfolk Southern railroad retirees and New South membership. For those of us who knew Jerry, we remember the smile he always wore, his love of music and his spirit of giving. We continue to pray for and uplift his loving wife, Kathy, and the family.

Due to Jerry's passing, our nominating committee will be accepting nominations through April 30th for our Board of Directors. They will interview each candidate and then make recommendations for each position prior to the rescheduled Annual Meeting. Anyone not recommended by the committee but interested in serving, may petition a membership vote. If you are interested in nominating a member for consideration, please call the credit union. You will then be contacted by a member of the nominating committee.

Contact Information :

Knoxville (Main office):

phone (865) 523-0757
 fax (865) 637-6535
 address 3261 N. Mall Road
 Knoxville, TN 37924

Maynardville branch:

phone (865) 862-6352
 address 4587 Maynardville Hwy.

News Sentinel branch – Knoxville (KNS Employees Only)

phone (865) 342-6932
 address 2332 News Sentinel Drive

Rutledge branch:

phone (865) 828-6100
 address 7701 Rutledge Pike

Payments by Mail:

address 3261 N. Mall Road
 Knoxville, TN 37924

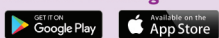
E-Mail:

service4u@newsouthcu.com

Website and Online Banking:

www.newsouthcu.com

Mobile Banking:



Automated Account Access: (by phone)
 (865) 673-8328

VISA:

Lost/Stolen 1-800-449-7728
 Activation 1-800-654-7728

MASTERCARD: After Business Hours Only

Lost/Stolen 1-800-264-5578
 Activation 1-800-448-8268

Hours of Operation:

Monday 8:30 - 4:30
 Tuesday 8:30 - 4:30
 Wednesday 10:00 - 4:30
 Thursday 8:30 - 4:30
 Friday 8:30 - 5:30



SPRING CONSOLIDATION LOAN SPECIAL!



*With Approved Credit. All rates quoted "as low as" and vary based on credit rating and loan term. A minimum loan amount of \$2,500 is required. Other restrictions may apply. Speak with a loan officer for details. Offer valid 4/1/20-5/31/20.

April is Autism Awareness Month

New South will donate \$5 to Autism Awareness for each account that you sign up for Estatements. Signing up is easy via our mobile app or on our website. No more keeping track of all those paper statements - you can access 2 years of statements at your fingertips.

AUTISM
awareness



Holidays:

All branches will be CLOSED to observe the following holidays:

Friday	April 10	Good Friday
Monday	May 25	Memorial Day
Friday	July 3	Independence Day

NEW SOUTH – The Better Way to Bank!

