



**KNOXVILLE TVA EMPLOYEES
CREDIT UNION™**

[Contact Us](#) | [Locations](#) | [\(865\) 544-5400](#)

New Post Office service standards may delay receipt of payments.



On October 1st, 2021, the USPS implemented new service standards for first-class mail and packages traveling outside of the local region. This means about 30% of first-class mail will have a longer delivery time. To see the USPS' official statement, click [here](#).

What Does This Mean?

With these changes to their processing system, payments sent to KTVAECU® via the mail may take longer to get to us. Likewise, payments made by mail via Bill Pay may take longer to arrive at their destination.

What Can You Do?

If you utilize Bill Pay to send your payments through the mail, we advise sending the payments earlier than you typically would. You can manage your Bill Pay payments at any time to have them mailed earlier.

How to Update Your Bill Pay Send Date:

1. Log in to [Online Banking](#).
2. Select **Bill Pay**.
3. Find the payment you would like to change and select **Edit**.
4. Change the send date to your preference and select **Save Changes**.

One of the easiest, quickest, and safest ways to process payments is to have them automatically drafted from your KTVAECU account or your KTVAECU debit card or credit card. These payments are automatic, so you don't have to wait on the payment to arrive in the mail.

For other ways to make your payment on KTVAECU loans, check out our [Make A Payment](#).

We know how important it is to make payments on time, and that's why we offer many options to make your payments YOUR way! For questions, please call us at [\(865\) 544-5400](#).