

TENNESSEE VALLEY AUTHORITY RETIREMENT SYSTEM
400 WEST SUMMIT HILL DRIVE
KNOXVILLE, TENNESSEE 37902

Effective January 1, 2018, the TVA Retirement System (TVARS) has partnered with The Bank of New York Mellon (BNYM) for retirement benefit payment and reporting services. BNYM has been the trustee and custodian of TVARS pension assets for 30 years and is one of the largest providers of benefit payment and reporting services. As a result of this partnership, your TVARS retirement payments will now be processed and sent to you by BNYM. In addition, BNYM will offer several new convenient services via web and phone support.

With this transition, we want to make you aware of the following:

- Your monthly TVARS retirement benefit payment will be directly deposited into your designated bank account by the last business day of each month as usual.
- The description on your bank statement for your direct deposit will now reference BNYM. BNYM will also mail you a confirmation notice, referred to as an “advice of deposit”, to your home address when the direct deposit is sent to your financial institution. **Be sure to retain your January advice of deposit as it contains information you will need to access new web based services.**
- The BNYM logo and the TVARS address will be reflected in the upper left hand corner of the advice of deposit envelope. The BNYM advice of deposit format will be slightly different from the current statement you receive.

In addition, new web and phone based services will be available:

- You will be receiving a letter from BNYM in February 2018 with instructions on how to access BNYM’s website and phone support line. You will also need information from your January advice of deposit in order to access the BNYM website.
- The BNYM website will give you the ability to perform secure online account transactions and view history 24 hours a day, 7 days a week, including:
 - Making changes to address, direct deposit information, and tax withholding
 - Viewing historical payment and tax information
 - Suppressing the mailing of your advice of deposit
- Each of these services will also be available via BNYM phone support Monday-Thursday 8:30AM to 6:00PM ET, and Friday 8:30AM to 5:00PM ET, at 1-800-418-0273.
- While we encourage you to try these new BNYM services, as always, you may continue to call TVARS Monday-Friday 8:00AM to 4:45PM ET at 1-800-824-3870 and we will be glad to assist you.

Sincerely,

Patrick Brackett
Executive Secretary