

## SCCU Social Media Community Guidelines

Hello! We welcome you to join our conversations online and share your own unique thoughts, stories and experiences with the rest of the community. Please keep the following guidelines in mind as you connect with us across our social media platforms.

### Maintain Personal and Confidential Information

Please do not share personal or financial account information. For specific questions or inquires related to your account, call the Member Service Center 1-800-447-7228, or login to Online Banking and send us a secured message.

### Moderation

All of SCCU's social media platforms are moderated channels, meaning all activity will be reviewed for appropriateness. We value legitimate member feedback, and we will do our best to respond promptly to questions or concerns. However, **content deemed abusive, defamatory, offensive, harassing, or otherwise off topic will be deleted.** Furthermore, unsolicited advertisements, spam, or content that infringes on copyrights or trademarks are strictly prohibited.

Moderation occurs Monday through Friday between the hours of 8am-5pm (EST), except during Federal Holidays.

### SCCU Team Members

SCCU team members are also welcomed to join the conversation, however we do ask that you disclose your employment with SCCU to ensure the rest the community is aware of any biases you may have. SCCU does not endorse posts and comments that aren't from authorized representatives of the credit union.

### Disclaimers

SCCU strictly complies with COPPA, and only individuals over the age of 13 are invited to comment. Facebook, Twitter, and YouTube are third-parties, with no affiliation to SCCU. SCCU is not responsible for the privacy or security policies of these sites or other third party sites that may be linked to by its social media platforms. External links that appear on its social media platforms do not represent an official endorsement by SCCU.

SCCU reserves the right to change these guidelines at any time at its sole discretion.